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CITY AND COUNTY OF SAN FRANCISCO
Department of Telecommunications & Information Services
Committee on Information Technology

10:00 A.M.

DOCUMENTS SENT

AGENDA

JAN 05 1998
 SAN FRANCISCO
 PUBLIC LIBRARY

Meeting 98-01, January 7, 1998

Location: S. F. Main Library, 100 Larkin Street, City Librarian Conf. Room, Suite 601

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Government Information Center
 San Francisco Public Library
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 Telecommunications Advisory Commission
 PG Chair

Executive Director
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CITY AND COUNTY OF SAN FRANCISCO
Department of Telecommunications & Information Services
Committee on Information Technology

10:00 A.M.

AGENDA

COULBERTS DEPT.

JAN 15 1998

SAN FRANCISCO
PUBLIC LIBRARY

Meeting 98-01, January 7, 1998

Location: S. F. Main Library, 100 Larkin Street, City Librarian Conf. Room, Suite 601

COIT MEMBERS:

Ed Harrington, COIT Chair
 Barbara Kaufman, President, Board of Supervisors
 Matthew Hymel, Mayor's Finance Director
 Jeff Brown, Public Defender
 Andrea Gourdine, Director, Dept. of Human Resources
 Gina Minudri, Acting City Librarian
 Mark Primeau, Director, Dept. of Public Works
 Mitch Katz, Acting Director, Public Health
 Will Lightbourne, General Manager, Dept. of Human Services

ADVISORY COIT MEMBERS:

E. David Ellington, President, Telecommunications Advisory Commission
 Ernie Jackson, Member, Telecommunications Advisory Commission
 Kate Harrison, COIT SMPG Chair

COIT STAFF:

Deborah Vincent-James, Executive Director
 Sandy Rosen, Consultant
 Gwen Gee, Executive Assistant

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 Phone (415) 554-4138 - Fax (415) 554-4047

**REGULAR CALENDAR
COIT AGENDA JANUARY 7, 1998**

- I. Introduction and Welcome.
 - A. Welcoming message from COIT Chair Ed Harrington.
 - B. Introduction of COIT members.
 - C. The purpose and goal of today's meeting.
 - The purpose and goal of today's meeting is to:*
 - Allow all the members to get acquainted.*
 - Explain the charter and responsibilities of COIT.*
 - Define the structure of COIT.*
 - Provide overview and summaries of current IT Projects.*
- II. Overview and Explanation of COIT Charter.
 - A. COIT Charter and Legislation.
 - B. Discussion on COIT responsibilities.
 - Potential Review issues:
 - How does COIT expect to change the image of IT in the City?*
 - How will COIT be defined as a centralized monitoring mechanism and IT clearing house?*
 - Outline the near-term and long term goals.*
 - C. Define the Structure of COIT.
 - Review COIT Structure Chart and Relationships:
 - COIT Policy Making Body.*
 - Strategic Management and Planning Group.*
 - Information Technology Task Groups and Sub-committees.*
 - Telecommunications Advisory Commission.*
- III. In progress Information Technology Summaries and Projects.
 - A. Information Technology Project Summaries:
 - Integrated Human Resources Information System.*
 - Court Management System.*
 - E-911/800 MHZ Combined Emergency Command Center.*
 - Telecommunications Plan.*
 - COIT business discussions and questions.*
 - B. Phase II Strategic Plan for Information Technology.
- IV. Formal Question and Comments.
 - A. Questions and Comments.
 - B. Next Steps..
 - C. Public Comment.
 - Followed by an Informal Coffee Reception.*

DTIS
COIT MEETING MINUTES OF
JANUARY 7, 1998

DOCUMENTS DE

FEB 25 1998

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ITEM I. Introduction

ACTION:

- Committee Members and Staff.
- Welcome and statement of COIT purpose and goals by Chairperson, Ed Harrington.

ITEM II. Overview and explanation of COIT charter by Deborah Vincent-James.

ACTION:

- Discussion of COIT charter and legislation.
- Statement of COIT business objectives.
 - Implement Phase II of the City Information Technology (IT) Strategic Plan.
 - Identify and define the IT customer base within the City.
 - Formulate, formalize, and disseminate the philosophy that IT is a business tool to solve the City business problems.
 - Create a capital projects model to be used in funding multiple department projects.
 - Establish a centralized method or process to attract, train, and maintain in-house IT professionals.
 - Develop a model to manage the City IT environment from a strategic perspective.
 - Develop a legislative goal and approach to establish a minimum base technology for the City "knowledge workforce."

ACTION:

- Definition of the COIT structure and organization by Deborah Vincent-James & Sandy Ro
 - COIT the Policy-Making Body.
 - ~To prepare future IT policies.
 - ~To serve as an advocate to solve business case scenarios.
 - ~To monitor the progress of Multiple Department Projects.
 - The Strategic Management and Planning Group (SMPG).
 - ~Follow directives from COIT.
 - ~Oversee Annual Information Technology Assessments.
 - ~Create business support strategies for IT.
 - ~To monitor the progress of Multiple Department Projects.
 - IT Task Groups and Sub-Committees.
 - ~Technical review of projects below \$1.9 million.
 - ~Functional working group to address strategic IT tasks. Employed to support the SMPG in its investigation and research.
 - Telecommunications Advisory Commission by E. David Ellington
 - ~Telecommunications Advisory Commission Plan has hired a Consultant to prepare Telecommunications Plan.
 - ~The four components of the Telecommunications Plan are:
 1. Inventory.
 2. Market Analysis.
 3. External Marketing Analysis.
 4. The Internal Telecommunication Act – Open up its communications.



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ITEM III.
ACTION:

In-Progress IT Summaries and Projects

- Integrated Human Resources Information System Overview by Ray Wong.
 - Integrated Human Resources Information System (IHRIS)
 - The City must invest in an IHRIS product that is durable and can handle Worker's Compensation, Health Services, collective bargaining, civil service testing, announcements and certification.
 - Issues confronting DHR are to resolve the Year 2000 problem within the Health Services System.
- Court Management System (CMS) – Update by Ron Hass and Kate Harrison.
 - CMS Project Manager is being hired in preparation for new CMS project.
 - Current CMS system lacks linkage, can't complete electronic reporting to DMV.
 - Due to CMS age, the ability of departments to has been compromised or lost.
 - CMS can not validate claims made by departments.
 - Elected officials constitute the majority of CMS customers.
 - CMS project dilemmas:
 - ~Lack of funding.
 - ~Estimated cost to CMS replace would be \$7 - 20 million.
 - ~Can not currently find a replacement system with same level of functionality.
 - Suggestions from COIT members to resolve CMS issues:
 - ~Find the best system (Courts, DA, Probation, etc.).
 - ~Define the vision of what we want CMS to do.
 - ~Use in-house or outside consultant(s).
 - ~Investigate other City/County environments from other states: Denver, Indianapolis, and Houston.
- E-911/800MHz Combined Emergency Command Center–Update by Mike Martin
 - Bonds have been sold for the 800MHz at a very satisfactory rate.
 - Current Project Schedule for E-911/800MHz Activities:
 - ~Validating the CAD/AIS requirements.
 - ~Attempting to meet first major project milestone February 24, 1998.
 - Future E-911/800 Mhz Project Events:
 - ~Monitoring of LAN installation, data conversion, personnel, and scheduling systems.
 - ~Conduct software licensing.
 - ~Interface with the Sheriff booking system.
 - ~Develop a strategy for procurement and purchasing.
 - ~Implement AIS by May of 1999.
 - ~Implement CAD by April of 1999.
- Phase II of the City IT Strategic Plan by Deborah Vincent-James.
 - Commence Phase II immediately.
 - Create living strategic document from Phase II.

ITEM IV.
ACTION:

IT Project Briefing for next COIT Meeting:

- City Hall Infrastructure.
- Year 2000 dilemma.
- Department of Elections Voting Systems Request for Proposal.
- Public Transportation.
 - ~Global Positioning System (GPS)
 - ~Vehicle Maintenance System (VMS)



CITY AND COUNTY OF SAN FRANCISCO
Department of Telecommunications & Information Services
Committee on Information Technology

10:30 A.M.

AGENDA

DOCUMENTS DEPT
FEB 20 1998
SAN FRANCISCO
PUBLIC LIBRARY

Meeting 98-02, March 3, 1998

Location: War Memorial, 401 Van Ness Ave., Board of Supervisors Conference Room 322

COIT MEMBERS:

Ed Harrington, COIT Chair
Barbara Kaufman, President, Board of Supervisors
Matthew Hymel, Mayor's Finance Director
Jeff Brown, Public Defender
Andrea Gourdine, Director, Dept. of Human Resources
Gina Minudri, Acting City Librarian
Mark Primeau, Director, Dept. of Public Works
Mitch Katz, Acting Director, Public Health
Will Lightbourne, General Manager, Dept. of Human Services

ADVISORY COIT MEMBERS:

E. David Ellington, President, Telecommunications Commission
Ernie Jackson, Member, Telecommunications Commission
Joe Grubb, COIT SMPG Chair

COIT STAFF:

Deborah Vincent-James, Executive Director
Sandy Rosen, Consultant
Gwen Gee, Executive Assistant

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CITY AND COUNTY OF SAN FRANCISCO
Department of Telecommunications & Information Services
Committee on Information Technology

REGULAR CALENDAR MARCH 3, 1998
10:30 A.M. 401 VAN NESS, ROOM 322

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FEB 26 1998
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AGENDA

- I. Review and Approval of January 7, 1998 Minutes.
- II. Purpose and Goal of today's meeting

The purpose and goal of today's meeting:

- Continue dialogue with COIT members on overview and summaries of current IT projects and issues.
- Acquaint new Department of Telecommunication and Information - Director and Deputy Directors with the COIT organization.
- Review draft statements of COIT Mission and Goals and Objectives.

- III. Overview and Discussion of COIT Mission, Goals and Objectives.

- A. Review of COIT Mission.

Review Considerations:

Does the Mission support the COIT Charter ?

Does the Mission outline the majority of COIT's responsibilities?

- B. Summary of COIT Goals and Objectives Statements.

Summary Considerations:

Are the Goals and Objectives consistent with the COIT direction?

Do the Goals and Objectives present a realistic agenda?

- IV. In progress and Pre-planned Information Technology Projects.

- A. Information Technology Projects in Pre-planning Stages.
Elections/Voting Information System.- Naomi Nishioka – Dept. of Elections and Steve Nelson, Administrative Services
Global Positioning System and Vehicle Maintenance 'Smart Bus' Systems – James Albert, Public Transportation Commission

- B. In progress Information Technology Projects.
Year 2000 – Ron Hass, DTIS.
Geographical information System. – George White, DPW

- V. Formal Questions and Comments.
 - A. Questions and Comments.
 - B. Public Comment.
 - C. Closure and Adjournment.

**COIT MEETING MINUTES OF
MARCH 3, 1998**

DOCUMENTS DEPT

MAR 30 1998

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The meeting was called to order by COIT Chair, Ed Harrington.

ITEM I. Introduction

ACTION: Introduction of DTIS Deputy Directors - Denise Brady - Deputy Director of Policy, Planning & Compliance, Ed Colchado - Deputy Director of Networking, Fred Weiner - Deputy of Director of Infrastructure, Kuni Takeshita - Deputy Director of Technical Operations, and Rod Loucks - Director of Application Development.

ITEM II. Information Technology Projects in Pre-planning Stages.

ACTION:

- A. Global Positioning System and Vehicle Maintenance 'Smart Bus' System**
Presentation by Public Transportation Department - Emilio Cruz, General Manager and James Albert, IT Director.
 - 1. Global Positioning System & Vehicle Maintenance System project goals will be to create a unified Enterprise computing environment for Muni's operational locations.
 - a. New systems will enable Muni to integrate Maintenance and Operations Divisions.
 - b. Muni needs both system to provide access to controlling state and federal agencies.
 - c. Muni anticipates improving passenger information on scheduling and routing with the implementation and improving revenue vehicle maintenance.
 - 2. Replacement Systems
 - i.i. Systems being replaced are accident reporting, vehicle maintenance, materials management, payroll and employee information, time keeping, human resources and revenue vehicle dispatch and control (Central Control).
 - 3. Scheduling Systems
 - a. Phase I Enterprise Network requirements study will be completed by Summer 98.
 - b. Pilot Automated Vehicle Maintenance System will be installed by Fall 98.
 - c. Phase II Enterprise Network Study will be completed by Spring 99 (CPS & AVL).
 - d. Demo Pilot Automated Vehicle Location System has been planned for Summer/Fall 99.

B. Elections/Voting Information System

Presentation by Naomi Nishioka, Dept. of Elections

1. The Department of Elections is reviewing two systems:
 - a. Optical Scan System.
 - b. Touch Screen Technology System.
2. Pilot Phase Schedule for Voting Information System:
 - a. Pilot Phase I is scheduled for June Election.
 - b. Pilot Phase II is planned for November Election.
 - c. Final selection by January 99.
3. Dept. of Elections plans to lease the Voting Information System for 3 to 5 years instead of purchasing the system.
4. Questions were raised by COIT members concerning:
 - a. Absentee voters
 - b. Pricing
 - c. Security and power requirements
 - d. Other installations of voting information systems.
 - e. New California primary procedures.
 - f. Voter friendly information systems.

C. Year 2000

Presentation by Ron Hass, DTIS

1. An inquiry letter was sent out by the Board of Supervisors regarding Year 2000 problems.
2. Nearly half of the departments have responded.
3. A follow-up inquiry will be mailed to departments that did not respond.
4. Year 2000 Project presentation will be continued at the April 9th COIT meeting.



CITY AND COUNTY OF SAN FRANCISCO
Department of Telecommunications & Information Services
Committee on Information Technology

11:00 A.M.

AGENDA

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MAR 30 1998

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Meeting 98-03, April 2, 1998

Location: War Memorial, 401 Van Ness Ave., Board of Supervisors Conference Room 322

COIT MEMBERS:

Ed Harrington, COIT Chair
Barbara Kaufman, President, Board of Supervisors
Matthew Hymel, Mayor's Finance Director
Jeff Brown, Public Defender
Andrea Gourdine, Director, Dept. of Human Resources
Gina Minudri, City Librarian
Mark Primeau, Director, Dept. of Public Works
Mitch Katz, Director, Public Health
Will Lightbourne, General Manager, Dept. of Human Services
Jessica Josephson, Director, Dept. of Telecommunications & Information Services

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Ernie Jackson, Member, Telecommunications Commission
Joe Grubb, COIT SMPG Chair

COIT STAFF:

Deborah Vincent-James, Executive Director
Sandy Rosen, Consultant
Gwen Gee, Executive Assistant

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CITY AND COUNTY OF SAN FRANCISCO
Department of Telecommunications & Information Services
Committee on Information Technology

REGULAR CALENDAR APRIL 2, 1998
11:00 A.M. 401 VAN NESS, ROOM 322

AGENDA

- I. Review and Approval of March 3, 1998 Minutes.
- II. Purpose and Goals of today's meeting:
 - Introduce and welcome Department of Telecommunications and Information Services Director Jessica Josephson as a COIT member.*
 - Resume the overviews and summaries of pre-planned and current IT projects and issues.*
- III. Introduction of Department of Telecommunications and Information Services Director Jessica Josephson by COIT Chair Ed Harrington.
 - Brief remarks and comments from Jessica Josephson, DTIS Director.*
- IV. In progress and Pre-planned Information Technology Projects.
 - A. Pre-planned Information Technology Projects.
 - *Department of Parking and Traffic Citation System.*
 1. *Project Overview by Shannon Anderson, DPT.*
 2. *COIT Business Analysis and Project Justification by Deborah Vincent-James, COIT.*
 - B. In progress Information Technology Projects.
 - *Geographical Information System by George White, DPW.*
- V. Next Steps.
 - A. COIT meeting for April 9, 1998 overview.
 - B. Public Commentary.
 - C. Closure and Adjournment.



CITY AND COUNTY OF SAN FRANCISCO
Department of Telecommunications & Information Services
Committee on Information Technology

1:00 P.M.

AGENDA

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APR 08 1998

SAN FRANCISCO
PUBLIC LIBRARY

Meeting 98-04, April 9, 1998

Location: Dept. of Human Resources, 44 Gough Street - 1st Floor, Training Room

COIT MEMBERS:

Ed Harrington, COIT Chair
Barbara Kaufman, President, Board of Supervisors
Matthew Hymel, Mayor's Finance Director
Jeff Brown, Public Defender
Andrea Gourdine, Director, Dept. of Human Resources
Gina Minudri, City Librarian
Mark Primeau, Director, Dept. of Public Works
Mitch Katz, Director, Public Health
Will Lightbourne, General Manager, Dept. of Human Services
Jessica Josephson, Director, Dept. of Telecommunications & Information Services

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Ernie Jackson, Member, Telecommunications Commission
Joe Grubb, COIT SMPG Chair

COIT STAFF:

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REGULAR CALENDAR APRIL 9, 1998
1:00 P.M. 44 Gough Training Room,
1st Floor Training Room

I. Purpose and Goals of Today's 's meeting:

- Present business case analysis and justification for a Tivoli Network Management Utility.*
- Outline major information technology projects including financial specifics for FY 98-99.*

II. City-wide Project Request for consensus of Tivoli Network Management Utility.

- A. *Project Overview by Ed Colchado, DTIS Deputy for Network Engineering and James Albert, Muni, CIO.***
- B. *COIT Business Analysis and Project Justification by Sandy Rosen and Deborah Vincent-James, COIT.***

III. Major Information Technology Projects for FY 98-99.

- A. *Human Resources Information System Overview by Ray Wong, HRIS and Sandy Rosen, COIT.***
- B. *Year 2000 Project and Issues by Ron Hass, DTIS.***
- C. *CMS Replacement Project Overview by Dwight Hunter, CMS Replacement Project Manager and Ron Hass, DTIS.***
- D. *City Metropolitan Network Project and Issues by Ed Colchado, DTIS.***

IV. Next Steps.

- A. *COIT meeting for April 23, 1998.***
- B. *Public Commentary.***
- C. *Closure and Adjournment.***

DTIS
COIT MEETING MINUTES OF
APRIL 9, 1998

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APR 28 1998
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The meeting was called to order by COIT Chair, Ed Harrington at 1:15 p.m.

ITEM III. Major Information Technology Projects for FY 98-99.
ACTION:

C. CMS Replacement Project Overview

Presentation by Jeff Brown, Public Defender, Dwight Hunter, Project Manager, and Ron Hass, DTIS.

- Present system provides restricted calendaring and case information for the Criminal Case Management System - Felon System.
- Speculative estimate for funding \$7 - \$18M (over 3 years). Funding does not include hardware/software acquisition in FY 98/99.
- Project timeline by 6/98 will be to develop strategic replacement plan - budget estimates, revenue sources, and agency participation.
- Federal Justice funds may be available for CMS replacement.
- Questions remain with CMS project regarding E-911 communication and the cooperation of E-911. COIT will facilitate an answer.
- CMS Software interacting with older parts of the Interim CAD/AIS and CABLE (Computer Assisted Bay Area Law Enforcement).
- Challenges for CMS project:
 - departmental participation
 - building consensus on approach
 - physical infrastructure may be inadequate (850 Bryant St.)
 - synchronizing with other applications (E-911, Police Records Management, Sheriff Jail Management System).
- The Sheriff booking system is an issue. Tiburon is vendor for Sheriff's booking system.
- COIT will schedule a separate meeting for the Sheriff, E-911 and CMS project staffs.

- CMS project staff is requesting enough money to continue project until next project.

RECOMMENDATION:

The Committee recommends consensus for the continuation of the Criminal Management System Project.

ITEM II. City-wide Project Request for Consensus of Tivoli Network Management Utility.

ACTION:

A. Project Overview

Presentation by Ed Colchado, DTIS Deputy for Network Engineering and James Albert, Muni, CIO.

- Tivoli is an Enterprise Network Management Utility System.
- Tivoli provides remote locations an opportunity to share network management for smaller departments.
- Tivoli would become the City standard network utility.
- Partnership of various departments will provide network stability to bridge with other departments. The Airport will be the pilot implementation site.
- City reviewed two utility management software companies: Tivoli and Computer Associates' Uni Center.
- Tivoli utility network management system allows users to catch problems prior to occurrence.
- Training and resource issues were raised by Committee members.
- City departments participating in the contract have allocated dollars in next year's budget.

RECOMMENDATIONS:

It is recommended by Staff that a copy of the final Tivoli Contract, the Statement of Work and Acceptance Criteria must be sent to COIT for review.

The final project team managers (vendor and City) must present a joint project update to the Strategic Management and Planning Group every sixty (60) days.

The Committee recommends consensus for the Tivoli project.

ITEM III. Major Information Technology Projects for FY 98-99.

ACTION:

A. Human Resources Information System Overview

Presentation by Andrea Gourdine, Director and Ray Wong, Deputy Director, Department of Human Resources.

- Existing personnel system cannot interface with Retirement, Payroll, Worker's Comp system, etc.
- DHR currently is in a reactive mode for benefits and collective bargaining system requirements.
- Peoplesoft has been implemented by Retirement, S.F. Unified School District and E-911 for human resources system. Oracle is the database engine with Hewlett Packard as the hardware platform.
- Fit gap analysis of business practices will determine the fit of Peoplesoft vanilla application.
- Sigma applicant front end system tracking has been installed. - Sigma may be acquired by Peoplesoft.
- Peoplesoft does not provide medical claims information for Health Services problems.
- DTIS presented concerns in reference to HRIS integration.
- Why is KPMG the prime?
- What is DTIS role?
- Why can't DTIS assume the role as prime?
- Prior DTIS reports regarding possible HRIS systems solutions were not acceptable to DHR.
- COIT Chair advised the Committee that the project's second phase will be to implement Peoplesoft payroll.

RECOMMENDATIONS:

A copy of the final HRIS Contract and Statement of Work must be sent to COIT for review.

The final project team managers (vendor and City) must present a joint project update to the Strategic Management and Planning Group (SMPG) every sixty (60) days.

RECOMMENDATION:

The Committee recommends consensus for the City Metropolitan Network Project.

ITEM IV. Next Steps.

ACTION:

- A. COIT meetings on April 30, 1998 and May 12, 1998**
- B. Public Commentary**
- C. Closure and Adjournment**
Meeting adjourned at 3:35 p.m.



CITY AND COUNTY OF SAN FRANCISCO
Department of Telecommunications & Information Services
Committee on Information Technology

2:00 P.M.

AGENDA

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APR 28 1998
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PUBLIC LIBRARY

Meeting 98-05, April 30, 1998

Location: War Memorial Bldg., 401 Van Ness, Board of Supervisors Conference Room 322

COIT MEMBERS:

Ed Harrington, COIT Chair
Barbara Kaufman, President, Board of Supervisors
Matthew Hymel, Mayor's Finance Director
Jeff Brown, Public Defender
Andrea Gourdine, Director, Dept. of Human Resources
Gina Minudri, City Librarian
Mark Primeau, Director, Dept. of Public Works
Mitch Katz, Director, Public Health
Will Lightbourne, General Manager, Dept. of Human Services
Jessica Josephson, Director, Dept. of Telecommunications & Information Services

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CITY AND COUNTY OF SAN FRANCISCO
Department of Telecommunications & Information Services
Committee on Information Technology

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ent of Human Services

REGULAR CALENDAR APRIL 30, 1998
2 P.M.-4 P.M., 401 Van Ness
Board of Supervisors Conference Room 322

I. Purpose and Goals of Today's 's meeting:

*-Resume dialogue to outline financial requirements of
major information technology projects for FY 98-99.*

II. Major Information Technology Projects for FY 98-99.

- A. *E-911/800 Mhz Project by Mike Martin, E-911 and
Sandy Rosen, COIT.*
- B. *Year 2000 Project by Ron Hass, DTIS.*

III. Next Steps.

- A. *COIT Project Demonstration meeting for May 12,
1998.*
- B. *Pubic Commentary.*
- C. *Closure and Adjournment.*



CITY AND COUNTY OF SAN FRANCISCO

Department of Telecommunications & Information Services

Committee on Information Technology

10:00 A.M.

AGENDA

DOCUMENTS DEPT

MAY 04 1998

SAN FRANCISCO
PUBLIC LIBRARY

Meeting 98-06, May 12, 1998

Location: 875 Stevenson St., 5th Floor - Resource Learning Room

COIT MEMBERS:

Ed Harrington, COIT Chair

Barbara Kaufman, President, Board of Supervisors

Matthew Hymel, Mayor's Finance Director

Jeff Brown, Public Defender

Andrea Gourdine, Director, Dept. of Human Resources

Gina Minudri, City Librarian

Mark Primeau, Director, Dept. of Public Works

Mitch Katz, Director, Public Health

Will Lightbourne, General Manager, Dept. of Human Services

Jessica Josephson, Director, Dept. of Telecommunications & Information Services

ADVISORY COIT MEMBERS:

E. David Ellington, President, Telecommunications Commission

Ernie Jackson, Member, Telecommunications Commission

Joe Grubb, COIT SMPG Chair

COIT STAFF:

Deborah Vincent-James, Executive Director

Sandy Rosen, Consultant

Gwen Gee, Executive Assistant

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(Chapter 67 of the San Francisco Administrative Code)

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review.

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875 Stevenson Street, 5th Floor, San Francisco, CA 94103

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CITY AND COUNTY OF SAN FRANCISCO
Department of Telecommunications & Information Services
Committee on Information Technology

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REGULAR CALENDAR May 12, 1998
10 A.M.-12 Noon, 875 Stevenson
5th Floor Learning Resource Room

I. Purpose and Goals of Today's meeting:

- COIT Demonstration of proposed and approve City-Wide IT Projects.
- Open House for COIT Strategic Organization members.

II. Demonstrations of proposed and approved City-Wide IT Projects.

- A. Tivoli Network Management Utility Demonstration by Steve Goodison, Tivoli.
- B. City Services Demonstration by Jane Louie, KPMG and Rod Loucks, DTIS.
- C. Commerce City by George White, DPW.

III. Next Steps.

- A. COIT meeting for ?
- B. Public Commentary.
- C. Closure and Adjournment.

Open House with Informal Coffee Reception immediately following meeting



CITY AND COUNTY OF SAN FRANCISCO
Department of Telecommunications & Information Services
Committee on Information Technology

SF

9:30 A.M.

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AGENDA

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Ellington, Controller
 Kaufman, President
 Hymel, Finance Director
 Brown, Public Defender
 Minudri, City Librarian
 Primeau, Director of Public Works
 Katz, Director of Public Health
 Gourdine, Director of Human Resources
 Lightbourne, General Manager
 Friedlander, Acting Director of Telecommunications & Information Services

Meeting 98-07, September 29, 1998

Location: War Memorial., 401 Van Ness Ave., Board of Supervisors
 Conference Room 322

COIT MEMBERS:

Ed Harrington, COIT Chair
 Barbara Kaufman, President, Board of Supervisors
 Matthew Hymel, Mayor's Finance Director
 Jeff Brown, Public Defender
 Andrea Gourdine, Director, Dept. of Human Resources
 Gina Minudri, City Librarian
 Mark Primeau, Director, Dept. of Public Works
 Mitch Katz, Director, Public Health
 Will Lightbourne, General Manager, Dept. of Human Services
 Julia Friedlander, Acting Director, Dept. of Telecommunications & Information Services

ADVISORY COIT MEMBERS:

E. David Ellington, President, Telecommunications Commission
 Ernie Jackson, Member, Telecommunications Commission
 Joe Grubb, COIT SMPG Chair

COIT STAFF:

Deborah Vincent-James, Executive Director
 Sandy Rosen, Consultant
 Gwen Gee, Executive Assistant

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REGULAR CALENDAR SEPTEMBER 29, 1998
9:30 A.M. -11:30 A.M., 401 VAN NESS
BOARD OF SUPERVISORS CONFERENCE
ROOM 322

- I. Welcome and Introduction by Ed Harrington, COIT Chair.

-Introduction and welcome of new COIT member Julia Friedlander, Acting Director Department of Telecommunications and Information Services.

- II. Purpose and Goals of today's meeting:

-Commence COIT Policy Body FY 98-99 programs.

-Acquire consensus from COIT Policy Body for Information Technology initiatives:

-COIT/Board of Supervisors Year 2000 Project Report

-Department of Public Health Shared Medical Systems Contract.

-Final acceptance of Strategic Management and Planning Group recommendation for Tivoli.

-Open dialogue on upcoming budget planning issues.

-Provide an informational overview on the new Computer Store contract and companion legislation.

- III. COIT/Board of Supervisors Year 2000 Report Project.

A. *Year 2000 Project status and overview by Ron Hass, DTIS and Dr. Sandy Rosen, COIT.*

B. *Strategic Discussion and Directives by COIT Policy members.*

- IV. Department of Public Health Shared Medical Systems Contract.

A. *Shared Medical Systems Contract Overview by Monique Zmuda, Chief Financial Officer and David Counter, Information Technology Director.*

B. *COIT Business Review by Dr. Sandy Rosen.*

C. *Strategic Discussion and Directives by COIT Policy members.*

- V. Acceptance of Strategic Management and Planning Group recommendation for Tivoli Network Management.

- VI. FY 99-00 COIT budget planning issues.

A. *City-wide software licenses.*

B. *Information Technology Capitol planning and budgets.*

- VIII. 7. New Computer Store Contract Implementation.
 - A. *New Computer Store Contract provisions, by Janice Ehrke, Purchasing and Deborah Vincent-James, COIT .*
 - B. *-Pending Computer Store Legislation overview by Janice Ehrke, Purchasing.*

VIII. Closure and Adjournment.

(REVISED)

COIT MEETING OF MARCH 5, 1999

The meeting was called to order by Chair, Ed Harrington at 10:15 a.m.

MEMBER PRESENT: Ed Harrington, Controller, Jeff Brown, Public Defender, Will Lightbourne, General Manager, Department of Human Services, Regina Minudri, City Librarian, Andrea Gourdine, Director, Department of Human Resources, Mark Primeau, Director, Department of Public Works, and Julia Friedlander, Acting Director, Department of Telecommunications and Information Services

ADVISORY MEMBERS PRESENT: Joe Grubb, COIT SMPG Chair and Ernie Jackson, Commissioner, Dept. of Telecommunications Advisory Commission.

MEMBERS ABSENT: Barbara Kaufman, Board of Supervisors, Matthew Hymel, Mayor's Finance Director, and Dr. Mitch Katz, Director, Department of Public Health.

GUEST PRESENT: Jeff Adachi, Public Defender, Sally Kipper, DHS, Cheri Houseman and Maria McDonald, Y2K PMO, Dwight Hunter, CMS, Alan Carlson, Superior Court, Bart Duncan, Deputy City Attorney, and Naomi Nishioka, Elections.

ITEM I. Introduction and Welcome by Ed Harrington, COIT Chair

ITEM II. Purpose and Goals of today's meeting to review the following projects:

1. Department of Elections Voter Systems.
2. The status of the Office of Project Management Year 2000 Project.
3. Court Management System.

ITEM III. COIT minutes approved for December 16, 1998.

ITEM IV. Status of Information Technology Projects.

DISCUSSION:

- A. Department of Elections Voter System.

Status Report by Naomi Nishioka, Department of Elections

 - Between September and December of 1997 a consultant was hired by the department. The consultant began to work with various groups in the City (voters, public, co-workers, senior citizens, and the disabled) on concepts for a new voting system. In mid-December, 1997 potential vendors demonstrated their products to the public. In February, 1998 a Request for Proposal was issued. Two qualified vendors replied with optical scanning technology. Final discussion is pending.
 - Optical scan ballots condense all information on the face of the ballot.
 - Department of Elections conducted pilot program in June, 1998. Survey ballots were developed.
 - In November, 1998 fifty precincts were selected to use optical scan ballots.

Questions and Concerns by the Committee Members:

- Q. What is the difference between the punch card system and the optical scanning systems?
- R. The major difference is the scanning ballot is larger than the punch card ballot and all the information is on the face of the ballot.
- Q. What is the procedure after a voter finished voting?
- R. The voter feeds the ballot into a box and the vote is counted immediately. At the end of the night the worker closes up the precinct, runs the tape, and removes the memory pack and brings it back to the office. When the memory pack is brought to the office it is then uploaded to the system. This system will result in having faster precinct results.

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- Q. How do you keep security with this system so that you cannot rig the election?
- R. A test is done in every machine
- Q. Will there be a change in absentee ballots?
- R. No. The absentee ballots are processed the morning of the election and voter's signatures are verified. The ballots are fed through the card reader and the results will not be issued until the polls are closed.
- Q. There has been an increase over the years for absentee ballots. Is there any consideration to assign an identification number for a voter rather than verifying signatures?
- R. This issue has not been discussed and there may not be a vendor who has the ability to implement an identification number.
- Q. Can the signatures be identified electronically?
- R. No. The absentee ballots are bar-coded when it arrives at the office. The barcode is associated with a name and a signature and it is uploaded to the system. The signatures are identified on the system.
- Q. Since technology moves quickly. What is the shelf life of this product?
- R. Five years or longer.

Comments by Dr. Sandy Rosen, COIT.

- The project will cost between \$3.5 and \$5.0 Million depending on what structure is put in place, a lease or purchase.

ACTION: COIT approved the project.

DISCUSSION:

- B. Office of Project Management Year 2000 Project.
Status Report by Cheri Houseman, Logix Solutions Inc., Y2K Project Manager
 - Web site is active for information on the Y2K Project.
 - Project is fully staffed (see handout organization structure).
 - Staff is here to assist, guide, facilitate, train, manage issues, monitoring and report progress of Y2K issues.
 - Project will focus on Mission-critical Services that can effect citizens such as (Public Health, Safety, and Transportation).
 - Provided template for departments to use to do inventory on the embedded chip systems. Created an Embedded System Tool Kit.
 - Utilizing ISYS Technologies Tracker 2000 database for storing and updating the Y2K inventory of devices and software. Training will be provided to departments for three weeks (see handout, additional tools).
 - Meeting with departments to discuss where they are at with inventory, what is their Y2K status, and getting the departments to define their mission critical services.
 - **Public Safety** (Police, Sheriff, and Fire):
Mission Critical Services are being identified. The Sheriff's department will provide a point of contact that will be handling all the issues from the Sheriff's department.
 - **Community Health & Human Services** (Dept. of Public Health & Dept. of Human Service):
Both departments are ahead in terms of the embedded systems work and IT Systems.
 - **Transportation** (Dept. of Parking & Traffic, Municipal Railway, and SF International Airport):
Have not met with the Dept. of Parking & Traffic. A meeting will be scheduled.
MUNI is working to identify their mission critical services.
SF Airport is working on the FAA Y2K requirements and should be completed by June.

REGULAR CALENDAR, MAY 7, 1999

8:30 A.M.

1 DR. CARLTON B. GOODLETT PLACE PURCHASING CONFERENCE ROOM 423

I. Welcome and Introduction by Ed Harrington, COIT Chair.

II. Purpose and Goals of today's meeting:

**Review project status reports from In-Progress Information Projects:*

1. *Department of Human Services Adult Protective Services Project.*

2. *Office of Project Management Year 2000 Project.*

3. *Department of Human Resources PeopleSoft Project.*

**Overview of the Strategic Planning and Management Group and Computer Store Contract activities.*

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III. Review and Approval of March 5, 1999 COIT meeting Minutes.

MAY 04 1999

IV. In progress Information Technology Projects.

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A. *Department of Human Services project.*

1. *Project status report by Sally Kipper, Department of Human Services, Deputy Director.*

2. *Business Support Document Review by Dr. Sandy Rosen, COIT.*

3. *Request for project approval.*

B. *Office of Project Management Year 2000 Project.*

1. *Project status report by Cheri Houseman, Logix Solutions Inc., Y2K Project Manager.*

2. *COIT members strategic discussion.*

C. *Department of Human Resources PeopleSoft Project.*

1. *Project status report by Ray Wong, Department of Human Resources, Deputy Director.*

2. *COIT members strategic discussion.*

V. Strategic Management and Planning Group overview report by Joe Grubb, Chair, Deborah Vincent-James and Dr. Sandy Rosen, COIT.

A. *Strategic Management and Planning Group summary.*

B. *Computer Store Contract activities.*

VI. Next Steps.

A. *Public Commentary.*

B. *Closure and Adjournment.*

Next COIT meeting is scheduled for Thursday, July 2, 1999 at 9:00 A.M.

The meeting was called to order by Chair, Ed Harrington at 8:40 a.m.

MEMBER PRESENT: Ed Harrington, Controller, Will Lightbourne, General Manager, Department of Human Services, Mark Primeau, Director, Department of Public Works, Andrea Gourline, Director, Human Resources, and Julia Friedlander, Acting Director, Department of Telecommunications and Information Services.

ADVISORY MEMBERS PRESENT: Joe Grubb, COIT SMPG Chair and E. David Ellington, President Telecommunications Advisory Board.

MEMBERS ABSENT: Barbara Kaufman, Board of Supervisors, Matthew Hymel, Mayor's Finance Director, Regina Minudri, City Librarian, Jeff Brown, Public Defender, and Dr. Mitch Katz, Director, Department of Public Health.

GUEST PRESENT:

ITEM I. Introduction and Welcome by Ed Harrington, COIT Chair.

ITEM II. Purpose and Goals of today's meeting to review the following projects.

1. Department of Human Services (CalWin Program).
2. The status of the Office of Project Management Year 2000 Project.
3. Department of Human Resources PeopleSoft Project.

Overview of the Strategic Planning and Management Group and Computer Store Contract activities.

ITEM III. COIT minutes approved for March 5, 1999

ITEM IV. Status of Information Technology Projects.

DISCUSSION:

A. Department of Human Services Project.

1. Status Report by Sally Kipper, Department of Human Services (CalWorks Information Network (CalWIN) Project).
 - The Income Maintenance Program determines the eligibility for adults and families for cash assistance, food stamps and medical.
 - The current system is 36 years old. A decision was made to have a three tiered architecture with cluster servers located in Sacramento and desktop PC's.
 - The new system will be a single statewide-maintained system and is being built to recognize flexibility between the counties.
 - Contract negotiations are being finalized with the WCDS Consortium of Deloitte & Touche, EDS, and Unisys. It will take four to six months for the State and Federal Government to approve the project.
 - The cost of the project is \$415 million and may go up by 10%. The total cost to the City is \$3 to 4 million.
 - The timeframe for the project is estimated at 52 months
 - Business requirements of counties currently using WCDS.
 - Filing of computer turnaround documents.
 - Filing of policy manual updates.
 - Performance of multiple clearance processes for new clients in order to determine current or previous program involvement.

- Completion of client correspondence.
 - Review/Redetermination of scheduling and tracking.
 - Eligibility determination calculations.
 - Preparation of management reports.
- **Questions and Concerns by the Committee Member:**
 - Q. How much control does the city have in this project considering there are 18 counties involved?
 - R. The business requirements for the City are very similar with Contra Costa, Alameda, Santa Clara, and San Mateo and all counties have a history of working together.
 - Q. If you had a particular application that you wanted to add to the system, would you have to design the application?
 - R. Yes, the basic CDS System included automated case budgeting for the State funded program (Medi-cal, Food Stamps, and CalWorks) but did not include it for general assistance. Contra Costa and Alameda worked together with the city to pay for the cost of this development.
 - Q. Will the City have the authority to procure telecommunications and hardware?
 - R. The contract allows each city to purchase hardware through the contracted vendor (Unisys) or purchase on his or her own. If the city decides to purchase equipment through another vendor Unisys would have to certify the equipment.

ACTION: COIT approved the project.

B. Office of Project Management Year 2000 Project.

1. Status report by Cherie Houseman, Logix Solutions Inc., Y2K Project Manager.
 - A. The focus on embedded chip systems are the following:
 - Planning and collecting inventory.
 - Assessing the compliance of that inventory.
 - Remediating items that are not Y2K complaint.
 - Contingency planning for all mission critical services.
 - Testing.
 - Supplier Verification.
 - Liability Management.
 - B. Roles and Responsibilities:
 - Departments are accountable for their Y2K efforts and becoming Year 2000 ready.
 - The City and County of San Francisco Y2K Project Management Office is responsible for providing:
 - Guidance
 - Facilitation
 - Training when necessary
 - Management of Issues
 - Due diligence by department
 - Sharing of lessons learned across Departments
 - Monitoring and Reporting progress through an auditing process
 - C. Mission-Critical services are the major focus for the embedded chips for following departments:
 - Public Safety:
 - Fire Department – Identified fire resources that will collect inventory but do not have resources to do assessment of the

devices to determine compliance. The PMO will assist the department on this issue.

- Sheriff/Police– Still in the planning stage. The department cannot determine the impact of Y2K compliance because assessment has not been completed.
- Community Health & Human Services:
 - Dept. of Public Health – Planning, Inventory, Assessment close to complete. Remediation in progress. Testing started. The only issue is that DPH have only identified devices that display or print a date on the screen and have not identified embedded devices that have dates in them that could have a potential impact. The PMO will assist in identifying these devices.
 - Dept. of Human Resources – Performed a facilities audit and inventory is close to complete.
- Transportation:
 - Dept. of Traffic & Parking (DPT) – Planning complete. Inventory, assessment, redemption, and testing in progress. Contingency planning in progress. A meeting is scheduled with DPT to validate audit.
 - MUNI Railway – Inventory in progress. Assessment inventory complete on some of their systems. There is not enough information to report an impact this time.
 - San Francisco International Airport – The Airport has hired other resources to implement their Y2K issues. PMO is in the process of performing a documentation audit. Assessment, remediation, and testing in progress.
- Public Utilities:
 - Dept. of Public Utilities (PUC) – Planning and inventory complete. Assessment, remediation, and testing in progress. Contingency planning in progress.
- Shared Internal Services:
 - Dept. of Real Estate – Planning and inventory complete. Assessment started.
 - Dept. of Public Works – Planning and inventory complete. Assessment started.
 - Dept. of Purchasing – Planning complete. Inventory and assessment in progress. Contingency planning in progress.
 - Dept. of Telecom & Info Services – Planning close to complete. Inventory and assessment in progress.
 - Questions and comments by Committee Members:
 - Each department should not rely on the vendors that are hired to evaluate and test the equipment. The department should also implement a test environment and test the systems themselves.
 - A letter will be sent to non-mission critical departments with a list of information so that they can review information and assess their Y2K issues.
 - Q. Are there target dates that is driving the planning and implementation process?
 - R. Yes, there are target dates for the planning and implementation process but the target date of June 1, 1999 for all departments to complete their planning, inventory, and assessment phase is not realistic.
 - Policy decisions should be made for the Y2K issues

C. Department of Human Resources PeopleSoft Project.

1. Project status report by Ray Wong, Department of Human Resources, Deputy Director. CANCELLED

ITEM V. Strategic Management and Planning Group Overview Report by Joe Grubb, Chair
Deborah Vincent-James and Dr. Sandy Rosen, COIT

DISCUSSION:

- SMPG is the Committee on Information Technology IT business working committee.
- SMPG Mission is to support the business requirements of the City of San Francisco through effective implementation and use of Information Technology by all City Departments.
- SMPG consists of Task Force and Work Groups. SMPG motto is to "Work for the Customer".
- SMPG Goals:
 - Facilitators for all City wide IT Projects.
 - Develop and facilitate the implementation of IT standards and practices.
 - Introduce innovative approached and programs that will further the COIT business objectives.
 - Use the technical committees to supply recommendations for IT standards, practices, and policies.
 - Assist in the development of a relationship between COIT and the IT community.
- SMPG Objectives:
 - Establish a communication forum among all the public safety projects.
 - Create a mechanism to monitor other major City-Wide Projects
 - Identify an IT capital funding approach.
 - Define standards on a quarterly basis.
 - Implement a COIT Advisory Group.
 - Assist the City in the Y2K Project.
 - Begin the process of defining the roles of each of the "Team Experts"
 - Depending on the value of the project SMPG will review, approve or disapprove, and make recommendations.
- Comments:
 - A Master Contract with six (6) vendors is in place, which is called the Computer Store.
 - The Computer Store is managed like Business Practice, not as a contract. The Computer Store has reporting and status requirements.
 - A Governance Board Committee has been established for the Computer Store and meets every other week to discuss concerns and issues.
 - Other contracts have been negotiated with HP, Dell, and other strategic manufacturers and partners so that the City holds the paper and passes it through the Computer Store vendors so that we know the level of discount that the City receives.

Meeting adjourned at 10:30 AM.

REGULAR CALENDAR, October 8, 1999

8:30 A.M.

1 DR. CARLTON B. GOODLETT PLACE PURCHASING CONFERENCE ROOM 421

I. Welcome and Introduction by Ed Harrington, COIT Chair.

II. Purpose and Goals of today's meeting:

*"Introduction and welcome of new COIT member Liza Lowery,
Director, Department of Telecommunications and Information.*

"Review project status reports from In-Progress Information Projects:

1. Tivoli Enterprise Management Project Report.

2. Office of Project Management Year 2000 Project.

3. Department of Human Resources PeopleSoft Project.

III. Review and Approval of May 7, 1999 COIT Meeting Minutes.

IV. Introduction of Department of Telecommunications and
Information Services Director Liza Lowery by COIT Chair
Ed Harrington.

V. In progress Information Technology Projects.

A. *Tivoli Enterprise Management project status report.*

*1. Project status report by Ed Colchado, DTIS Deputy Director.
for Network Engineering.*

2. COIT members strategic discussion.

B. *Office of Project Management Year 2000 Project.*

1. Project status report by Patti Fado, Y2K Project Manager.

2. COIT members strategic discussion.

C. *Department of Human Resources PeopleSoft Project.*

*1. Project status report by Ray Wong, Department of Human
Resources, Deputy Director.*

2. COIT members strategic discussion.

VI. Next Steps.

A. Public Commentary.

B. Closure and Adjournment.

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The meeting was called to order by Chair, Ed Harrington, at 8:40 a.m.

MEMBER PRESENT: Ed Harrington, Controller, Barbara Kaufman, Board of Supervisors, Matthew Hymel, Mayor's Finance Director, Will Lightbourne, General Manager, Department of Human Services, Liza Lowery, Director, Department of Telecommunications and Information Services, Andrea Gourdine, Director, Human Resources, and Dr. Mitch Katz, Director, Department of Public Health.

ADVISORY MEMBERS PRESENT: Joe Grubb and Ernie Jackson.

MEMBERS ABSENT: Regina Minudri, City Librarian, and Mark Primeau, Director, Department of Public Works and Jeff Brown, Public Defender.

GUEST PRESENT:

ITEM I. Introduction and Welcome by Ed Harrington, COIT Chair.

ITEM II. Purpose and Goals of today's meeting:

- Introduction and welcome of new COIT member Liza Lowery, Director, Department of Telecommunications and Information.
- Review project status reports from In- Progress Information Projects:
 1. Tivoli Enterprise Management Project Report.
 2. Office of Project Management Year 2000 Project.
 3. Department of Human Resources PeopleSoft Project.

ITEM III. COIT minutes approved for May 7, 1999.

ITEM IV. Introduction of Department of Telecommunications and Information Services Director Liza Lowery by COIT Chair Ed Harrington.

ITEM V. Status of Information Technology Projects.

- A. Tivoli Enterprise Management project status report.
 1. Ed Colchado is on vacation. Status report by Archie Lee, Project Manager for Tivoli and Rod Louckes, Deputy Director DTIS, Applications and Development. All questions regarding this project should be directed to Deborah Vincent-James or Gwen Gee and at the next meeting, Ed Colchado will respond to these questions.
 2. The City procured the Tivoli System last fall. Tivoli is a Network Management System that allows the City to manage and monitor networking systems at a centralized location, and maintain the network from the user's desk to the servers and be able to detect problems before they become issues.
 3. The project has a Steering Committee that is chaired by Ed Colchado. The participants are Randy Rudolph, Airports Commission, Archie Lee, DTIS Network Engineer, Emma Woo, DTIS Network Engineer, Walt Calcagno, DTIS POC, James Albert, Muni, Dave Counter, DPH/MIS, Paul Karawanny, PUC, and Jim Beals, DPW.
 4. The City has a license for servers, which varies depending upon the product, and 18,000 licenses for personal computers.
 5. Activities since ELA.
 - Proof of Concept started mid-Sept 1998 and was completed in October 1998.
 - The City and Tivoli provided full time staff for this project.

- There was a two-day overview for four people and a one-day Management training for all departments.
 - The result of Proof of Concept was that the basic functionality of Tivoli Products was proven.
 - DTIS implemented the Distributed Monitoring (DM) and Remote Control (RC) pilot test. Distributed Monitoring monitors the file servers, hub of the LAN and the components that are attached to it, which are shared by departments. Remote Control allows you to take over the function of a workstation from a central location to your network.
6. Current Projects.
- Phase I – SFO Airport
 - A. June 1999- Executive Kickoff of project
 - > An architectural template for all departments was developed so that departments would not have to reinvent the wheel in implementing Tivoli at their location, and to have a City-Wide architecture that makes all departments' workstations compatible with one another, so there won't be any conflicts in terms of network management down the line. The Tivoli architecture was finalized and approved by SFO Airport and DTIS in September.
 - B. October 1999
 - > A planning session was scheduled with the Airport for the full deployment of Tivoli at the Airport.
 - C. E-911
 - > TRW and Tivoli have been working together to ensure that there is consistency with the City-Wide implementation to perform design and review architecture.
 - D. July 1999 – Tivoli Service rollout to lab.
 - > Tivoli Service Desk is a help module that tracks the calls from the end user, records the trouble ticket, refers the problem, and tracks the resolution of the problem.
 - E. September 1999 – Begin rollout of Tivoli
 - > Fourth quarter 1999 – Scheduled rollout to the Fire Department.
 - > First quarter and second quarter 2000 – Scheduled rollout Police and CECC (Combined Emergency Communications Center)
 - F. Next Steps
 - > Convene Steering Committee (date to be announced).
 - Present the Citywide Architectural Design.
 - Discuss & develop citywide Rollout Plan for Tivoli.
 - Provide status update and concerns from departments.
 - > Distribute Network Management Architecture to other Departments.
 - Software deployment, starting with DPW, MUNI, and PUC.
 - > DTIS is developing a plan to continue deployment to other sites.
 - G. The Tivoli project is a long-term project and may take 4-5 years to fully implement.
7. Questions/Comments
- Q - Is Tivoli actually in place and working at the Airport?
 R - Tivoli is working as a lab environment at the Airport. The planning session a week ago was to put a plan in place to rollout Tivoli.
 Q – When the Tivoli Project was approved, what was the timeframe of getting departments on board?
 R – There was no real timeline when the project was approved. A real timeline must be established.
 Q – The timeframe of the Tivoli Project is 4-5 years. Will this product be outdated by the time the project is complete?
 R – No. The Tivoli Contract includes all upgrades, so as technology changes the City will stay convergent with the technology.

- There is a clause in the Tivoli Contract that states if Tivoli did not meet the standards agreed upon with the City during the pilot phase and any portion of the rollout the City would give the product back and Tivoli would prorate the funds and reimburse the City.
- Tivoli agenda for next meeting.
 - > Timeframe for the Tivoli Project.
 - > Financial Plan.
 - > Compare previous schedule with the present.
- It was suggested that Ed Colchado give a written report on the status of the project. Any questions from the Committee Members will be discussed at the next meeting.

B. Office of Project Management Year 2000 Project.

1. Patty Fado, Y2K Project Manager, is ill today. Project status report by Chris Hayashi, City Attorney.
2. Expanded the scope of the contingency planning element of the Year 2000 preparation backup plan in case there is a power outage, communications failure or anything else that possibly can go wrong so the departments will be prepared to deal with those contingencies. The PMO is working with the departments to exercise their own contingency planning, which has been a successful process.
3. The PMO is working on data management so that there will be a comprehensive and thorough records and documentation of the Y2K efforts if there are any lawsuits after the first of the year.
4. Chris Hayashi, City Attorney's task will be Community outreach for non-profit organizations in San Francisco and the Bay Area. Household mailers will be sent to all residents in San Francisco, so that everyone will have basic contingency planning information.
5. The City will be hosting a community conversation along with the Presidents Council on the Y2K conversion. The conversation will be at the City Town Hall forum where there will be experts on Y2K to answer questions from the audience on Y2K issues. This conversation will be taped and will be rebroadcast.
6. Status on Mission Critical Departments.
 - a) Department of Public Health is Y2K ready. There were 12,000 unique imbedded system items that were assessed, documented, fixed and replaced if necessary.
 - b) San Francisco International Airport is Y2K ready and has been certified by the FAA as of June 30, 1999.
 - c) Department of Public Works has primarily an imbedded chip issue rather than a software issue. They are 92% complete on their imbedded issue.
 - d) Police Department - On the week of October 25, 1999 Tiburon will complete the date advance testing for the Police Department.
 - e) The PMO will work with the Fire Department to continue the independent validation and verification of the existing Fire Cad System to make sure that it's operational. The imbedded system is 92% complete.
 - f) The Sheriff's Department is 88% complete on their imbedded systems. The software program systems need attention and the PMO is working with them to ensure that the Court Management System will continue to function. The PMO will continue to work with the Sheriff's Office for long-term contingency planning in case any of the systems go down for a period of several days, some systems will be in place and continue to operate.
 - g) Public Utilities Department is a huge task. The independent verification and validation of their imbedded systems is only 45% complete. This will continue through November 15, 1999.
 - h) Muni is Y2K ready. All of the Mission Critical Systems have been reviewed. There was a test on the Power Status Systems on October 7, 1999 and that went fine.

- i) The Department of Human Services does not have much in terms of the imbedded systems but they do have software. The interfaces of that software have been tested by both State and Federal government to make sure that the interoperability of the levels of government will continue.
- j) DTIS imbedded systems is 75% complete. On the Information Technology side the inventory and assessment is complete. PMO is working with DTIS to facilitate the remediation process for the last of the Information Technology Systems.
- k) One concern the PMO has is the facilities that the City does not own where city departments are located. The Department of Real Estate has sent out inquiries to all of its landmarks and those who responded were not particularly useful. DTIS is working with One Market Plaza on their lease facility.
- l) There is a discussion about departments having new technology cutoffs and that new equipment will not be installed as of a date. All efforts with the current technology of equipment should be stabilized before new equipment is installed. The PMO is considering distributing a notice to the city departments on November 1, 1999. The notice will read "As of this date please do not install or implement new equipment unless it is critical and it cannot wait".
- m) 911 Communications:
 - The Primary Goal from the Y2K office is stability and low risk, not improvement.
 - The City currently has a police and fire CAD System and a Communication System that is working. The Y2K office is testing these Systems as they currently exist to make sure that whatever happens these Systems continue to work into the New Year.
 - The new Fire CAD System was supposed to be installed between now and the end of the year. If the PMO is convinced that the new System is thoroughly tested, the system may go live. If there is a risk, the 911 project will not be implemented by the end of the year.
- n) There will be a test at the Emergency Command Center on October 22, 1999, for those who will be working on Dec. 31, 1999.

Conclusion:

The PMO was successful in being able to work with sixty departments that work independently of each other and transcend some of those boundaries to keep the relationship of all the departments open and working.

C. PeopleSoft Project Overview

- On schedule and within budget.
- PeopleSoft licenses were executed for Human Resources Management, Base Benefits, Benefits Administration, and Payroll interface lasts July 1998.
- The software was received in October 1998 and installed on the development server.
- The production version and the production server was installed in April 1999 and rolled out to date to the Human Resource Management System on July 12, 1999.
- The number of licenses for the users of PeopleSoft is unlimited. PeopleSoft will charge the City by the number of employees in the system. Since the employee base in the City includes the Benefits Program that the City administers, The Community College District, School District, Court, PERS, and STERS it was negotiated with PeopleSoft that these would not count as employees. The Retirees would only count as 1/20th of an employee.

- The application runs on a HP UNIX Operating System with an Oracle Database located at One Market Plaza (DTIS). The Retirement System runs on the same platform, so technically if the Retirement System is down their backup System can be the Human Resource System and vice versa.
- The System is a Client Server Two- and Three-Tier Architecture
- The Department's Building has been wired with CAT 5 with an optic fiber backbone, with new switches and hubs that run at 10-100 megabytes speed. A server was installed at City Hall so it can link to this System.
- Most of the work was done by in house staff. The consultants were utilized to do the Fit/Gap Analysis, which was completed on October 1, 1999
- The System will be implemented in phases, which will allow Human Resources to correct mistakes as they come up.

Functionality Rolled Out to Date

- Employee, job, payroll and organizational histories and all associated database tables.
- Electronic job requisitions, drafting, submission, and review and action notification using workflow management.
- There are 239 active users and 311 total users have been trained.
- All major departments are on line with the exception of the Police and Fire.
- The remaining departments will be on line by March 30, 2000.

Data Integrity

- Maintenance of the data converted from HRIS and PPSD.
- Biweekly automated audit of payroll "download" v. HRMS records

Benefits Pilot

- Fit/Gap Analysis was not conclusive for the Benefits Pilot.
- Proof of concept approach including membership accounting needs to be done?

Claims Processing

- Medical claims processing not supported by PeopleSoft.
- DTIS assessment of available medical claims processing applications
- Fitment for Workers' Compensation claims.

ISSUES

Upgrade Paths

- Since July, 1998 there have been three applications and four tools major upgrades.
- General PeopleSoft strategic direction.
- The current version of Web enablement lacks functionality for CCSF needs.
- Investment in security and maintenance requirements exceeds returns for Self Service capability. This requires giving every employee a security profile, which there are no resources to implement at this time.
- PeopleSoft has high maintenance and support requirements. Would like to visit transfer of project staff to baseline budget.

Questions

Q – Will the Health Service System be part of this project?

R – Yes. This will be the Benefit part of the project. The City has its own sponsored Health Plan (City Health Plan I). As a consequence of that the City also conducts its own medical claims processing and adjudication. The PeopleSoft Application will be able to handle things like open enrollment, and the administration of benefits, but it does not handle claims and adjudication. Human Resources will have to identify another system, and determine how this will be

- integrated with PeopleSoft or simply whether the information will be passed through. Currently the Worker's Compensation is handled through a third party administrator.

ITEM VI. Next Steps

- A. Public Commentary**
- B. Closure and Adjournment**
 - Meeting adjourned at 10:00 a.m.



CITY AND COUNTY OF SAN FRANCISCO
Department of Telecommunications & Information Services
Committee on Information Technology

NOTICE

REGULAR MEETING OF THE
COMMITTEE ON INFORMATION TECHNOLOGY

Friday, January 28, 2000, 9:00 AM

1 Dr. Carlton B. Goodlett Place, Room 34

AGENDA (Amended)

Call to Order by Ed Harrington, Chairman and Controller

Roll call:

Ed Harrington, Controller
Barbara Kaufman, Board of Supervisors
Matthew Hymel, Mayor's Finance Director
Andrea Gourdine, Director, Human Resources
Jeff Brown, Public Defender
Mark Primeau, Director, Public Works
Will Lightbourne, Executive Director, Human Services
Liza Lowery, Director, Telecommunications & Information Services
Mitch Katz, Director, Public Health
Regina Minudri, City Librarian

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Advisory Members:

Joe Grubb, Rent Stabilization Board
E. David Ellington, President, Telecommunications Commission
Ernie Jackson, Vice President, Telecommunications Commission

Welcome and Introduction by Ed Harrington, Chairperson

Approval of Minutes of October 8, 1999 Regular Meeting

Regular Calendar (Attachment)

SUNSHINE ORDINANCE

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COMMITTEE ON INFORMATION TECHNOLOGY
REGULAR CALENDAR

January 28, 2000

9:00 A.M.

1 DR. CARLTON B. GOODLETT PLACE
BASEMENT CONFERENCE ROOM 34

Activity

Topic

Discussion
and Action

- I. Presentation of the first Capital Asset Project to be recommended by SMPG.
- Joe Grubb, SMPG Chairperson
-The Strategic Management and Planning Group (SMPG) has been working to adjust the methods whereby City-Wide IT projects are identified and funded.

Discussion
and Action

- II. Presentation of the Sheriff's Department Information Technology Project request.
- Jean Mariani, Sheriff's Department
 - Sandy Rosen, COIT
-The Sheriff's Department is requesting an upgrade to some of its hardware that will enable it to communicate more effectively with the rest of the City. The estimated cost is \$1.5 million.

Discussion

- III. Report updating the status of the Treasurer/Tax Collector's E-Business Project.
- Jay Banfield, Treasurer/Tax Collector
-The Treasurer/Tax Collector's Office is involved with a pilot project that is to test transactions from a number of City departments in preparation for implementing E-Commerce.

Discussion

- IV. Y2K update from the COIT Chairperson.
- Ed Harrington.
-A final summary report of City Y2K activities through December 31, 1999.

Discussion

- V. New Business.
- Discussion of any new business not included in the agenda items.

Discussion

- VI. Public Comment.
- Discussion of any comments brought to the floor by a member of the public.

- VII. Closure and Adjournment
- Motion from the floor to adjourn the meeting.

COIT MEETING OF January 28, 2000

The meeting was called to order by Acting Chair, Matthew Hymel, and Mayor's Finance Director at 9:05 a.m.

MEMBER PRESENT: Matthew Hymel, Mayor's Finance Director, Jeff Brown, Public Defender, Liza Lowery, Director, Department of Telecommunications and Information Services, Andrea Gourdine, Director, Human Resources, Dr. Mitch Katz, Director, Department of Public Health, and Mark Primeau, Director, Department of Public Works

ADVISORY MEMBERS PRESENT: Joe Grubb, COIT SMPG Chair, E. David Ellington, President, Telecommunications Commission

MEMBERS ABSENT: Ed Harrington, Controller, Regina Minudri, City Librarian, and Barbara Kaufman, Board of Supervisors, and Will Lightbourne, Executive Director, Department of Human Services

GUEST PRESENT:

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Welcome and Introduction by Acting Chair, Matthew Hymel.

JUL 11 2000

Approval of Minutes of October 8, 1999. Minutes Approved.

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ITEM 1. Presentation of the first Capital Asset Project to be recommended by SMPG.
Presentation by Joe Grubb, SMPG Chair.

ACTION: Approved in concept. Matthew Hymel would like a clear definition of how the deliverables will occur and how departments will benefit. COIT will coordinate with Kathryn Hile, Liza Lowery, and Rod Loucks. Submission of CAP proposal to the budget office within the next two weeks.

DISCUSSION:

- Suggested funding sources:
 - CLAC
 - Lease Corporation Financing.
 - Using year-end closing funds.
- This project fulfills some of the uncompleted aspect of the strategic plan for FY 99-00, which stressed conductivity, communications, and improving delivery of service.
- The City is still on cc mail, and will not be supported beyond this year by the vendor (Lotus). The vendor is recommending an upgrade.
- Each phase of the project will be documented and reported to COIT before it is implemented.

The Capital Asset Project recommended to COIT by SMPG is the rollout of City-Wide E-Mail. The project will focus on connectivity and service delivery for the City's knowledge workers. COIT staff is recommending that the project be approved as the first City-Wide Capital Asset Project. COIT will receive a project update before the start of each phase.

The project will consist of four major phases:

1. Review and analysis of the e-mail standard.
2. Upgrade the mainframe to support the increased activity based on the historic growth of City e-mail users.
3. Preparation of a detailed plan and scheduling defining installation /implementation, cost, and other specific requirements.
4. Begin the scheduled rollout to City departments.

- **Cost:**
 - Cost Estimate for Mainframe Upgrade, Consulting, Project Management, Desktop Management, Desktop Licenses, Server Licenses, Servers, Software Support Services, and Migration.
 - Year One - \$3,738,255
 - Year Two - \$1,953,304
 - Year Three - \$1,427,596
 - **Grand Total for Project - \$7,119,155**
- **Benefits:**
 - This project would enable departments that cannot communicate with one another through e-mail.
 - The City's e-mail system can be the backbone of City-Wide communications.
 - At the end of the fiscal year 1999, the number of e-mail accounts has grown from 400 to over 12,800. It is projected that the system will increase by approximately 1,500 by the end of fiscal 2000.
 - Below are some expectations of the system.
 - Guarantee the stability of a solid messaging foundation (high performance/high availability).
 - Offer connectivity with co-existence (choice of protocols).
 - Offer ease of use and management.
 - Present a technique for messaging connection and directory synchronization.
 - Support Internet standards.
 - Permit collaboration and sharing of information across the Internet.
 - Improve the remote usage functionality.
 - Support "Group Scheduling" functions for meetings.
 - Present options to schedule real-time meetings.
 - Include the widest reasonable range of PC's (75MHz or higher, 32 MB RAM, etc.)
- **Staff Comments:**
 1. cc: Mail will not be supported beyond the year 2000.
 2. Client departments are demanding greater feature functionality.
 3. Unless the mainframe upgrades are put into place, the new e-mail standard will not be dependably supported.
 4. Major players in the e-mail arena have signaled a new interest in cooperating with the City in the areas of hardware, software, and consulting.

▪ **QUESTIONS:**

Q - What happens if the project is not implemented and Lotus does not support cc mail?
 R - Eventually there will be a problem and cc mail will crash. Worse case scenario is, as new operating systems are introduced the email package that was written before them will continue to more and more difficult to operate with email and have to integrate with any other new software that are used on the desktop.

Q - What is the plan with those departments who are on Lotus email?

R - Keep everything the way it is. DTIS believes as vendor's approach COIT/DTIS hopefully everyone will be on some standard BackOffice product where the City can communicate easily, the front end may not be the same to every person. Other vendors have said that they will give credit to those departments that have purchased other e-mail products.

COMMENTS:

This project represents basic enterprise infrastructure for the City. It effects everyone and how we are able to do business, and service delivery to the constituent. It gives the City

the capability to provide more service. The City needs to start investing in technology and looking more strategically long term.

DTIS will be completing a need assessment over this next year to find out what the needs are in the City Departments and will have a proposal for the following budget year that will include funding strategy. SMGP would like COIT's approval for this project with the intent of finding the funds to implement it.

The City needs to look at establishing a separate capital fund for Information Technology and not just for the initial years but amortize out through the life of the project which should include the consultants, training, and personnel cost. If this project is funded by the Capital Asset Funds then this is money that departments would not have to budget for therefore it is not a duplication of that cost.

The Department of Telecommunication Information Systems has no desire to centralize Information Technology for the City and County of San Francisco. DTIS plans to move forward to centralize enterprise systems such as the communication infrastructure, networking, voice communication, systems at the controllers (payroll and personnel), and email which will be managed through DTIS with COIT being the over arching body.

ITEM II. Presentation of the Sheriff's Department Information Technology Project request.

ACTION: Matthew Hymel, Mayor's Finance Director has requested that the technical personnel involved in this project give a status report on the deliverables, so that a comfort level maybe established an assurance that the project is on track. Also to assure that it is consistent with the Court Management System project and that it meets all the requirements for the Defendant Tracking System within the April or May estimated live date.

Approved upon COIT's satisfaction with Jean Mariani's status report of the project.

DISCUSSION:

- The Sheriff's Department is requesting a supplemental appropriation for several immediate information technology needs and the Mayor's Office requested COIT's review.
- The Sheriff's Department has various desktop computers, which run four different versions of Lotus Smart Suite. The PC's that were bought in 1996-1997 for the Sheriff's Department Defendant Tracking System that has not materialized are now obsolete. The Department uses cc:Mail within City Hall, and has completed conversion to a new, Windows-based civil system.
- The Department's immediate needs include:
 - a) New equipment and upgrades.
 - b) Conversions to Microsoft Office in order to more efficiently share documents with other City departments and outside funding agencies.
 - c) Expansion of cc:Mail or a comparable system outside of City Hall to all facilities.
 - d) Completion of the Tiburon Defendant Tracking System. This project is important because this System includes information that is used by other criminal justice systems in the City.
- In 1996-1997 EISPC approved the Defendant Tracking System. At the end of FY 98-99 the funds were required to balance its budget. The deficit was due to overtime spending to meet mandatory staffing minimums in the jails, as well as unanticipated spending for City Hall Security.
- The Sheriff's would like to request to refund the encumbrance of \$1.1 million, which includes a \$288,000. workorder to DTIS for consultant services to provide independent project management and oversight of the Tiburon vendor. The current estimated "go live" date for the Defendant Tracking system is April-May 2000.

- | Cost: | <u>General Fund</u> | <u>Civil Fund</u> |
|--------------------------|---------------------|-------------------|
| New Equipment/Upgrades | \$101,389 | \$5,741 |
| File& Print Services | 7,285 | 828 |
| e-mail Expansion | 99,307 | 291 |
| Microsoft Conversion | 34,113 | 0 |
| Civil System Completion | 0 | 3,366 |
| Contract Support | 71,534 | 7,948 |
| Training | 12,028 | 744 |
| Ergonomics | 7,369 | 911 |
| Subtotal | <u>\$ 516,158</u> | <u>\$19,829</u> |
|
Tiburon Encumbrance |
1,148,491 | |
| Justice System Interface | 183,133 | |
| DTIS Workorder (Miller) | <u>288,000</u> | |
| Totals | <u>\$1,952,649</u> | <u>\$19,829</u> |
- **Benefit:**
 - Many of the outmoded computers will be replaced in order to install and run Microsoft Office and cc:Mail.
 - For security reasons, cc:Mail cannot run on the same servers as the Defendant Tracking System. The Department will require a separate networking configuration for e-mail users.

Questions:

Q - As a user of the CMS System will there be a reliable bridge with this project to the CMS?

R - Yes. This is part of the project to make sure that the interfaces happen.

Comments:

The Tiburon contract was written so that if the deliverables and the requirements are not met, the Sheriff's Department will not have to pay vendor.

ITEM III. Report updating the status of the Treasurer/Tax Collector's E-Business Project.

ACTION: Supportive of project.

DISCUSSION:

- This project is the third or fourth iteration of the City Access Project. A Committee was assembled to review these proposals. KPMG and a hardware vendor were involved in negotiations with the City in making proposals to web enabled all City Departments. The proposals ranged from \$28 million to \$2.5 million which the Committee disapproved. KMPG and its partner knew they were in jeopardy of losing the project and approached the Treasurer/Tax Collectors Department to do a pilot project at no cost to the City.
- The Department chose four transactions to begin the pilot project. The criteria for choosing these were to have transactions that were representative of the CityWide E-Commerce applications and an architecture that was scalable to other departments.
 1. Renewal of business registration (demonstrate license renewal).
 2. On-line filing of EZ Business Tax Forms (test the idea of dynamic forms).
 3. The sale Death and Birth certificates for the Department of Public Health (commodity based sale).
 4. Payment of water bills (monthly-regulated bills).
- There are three modules of this project.
 1. The portal and the web interface that the end user sees.

2. The application specific for the particular transaction. To make sure that the tools that are being used to build the applications are the same and that there are no integration issues in the back end.
 3. The transaction engine that will enable the users to do real time transactions.
- The Department has worked closely with Rod Louke DTIS and the model has worked very well. The Department of Public Health and PUC has also been involved in this project.
 - There is a web server that is housed outside of the City. The application development is done by KPMG who is working with DTIS web development staff
 - The renewal of Business Licenses went live on October 13, 1999 and was received very well.
 - The on-line filing will go live the first week of February.
 - The Department has been working with DPH on the sale of Death and Birth certificates and this will go live in a couple of months.
 - The Public Utility Commission (PUC) will be the last to implement.
 - The pilot project has reached a point where the City needs to consider how this project can be implemented on a long-term basis. The module that looks the best for the City is a transaction base model where the vendor who provides the service and web enables the transactions charges a fee to the end user which would be a negotiable fee. There would be no cost to the City for that development.
 - The next step in web base application is the customer service piece. What can you put on the web that is not tied to money? For example, the Treasure and Tax Collectors Office would not only have the renewal and registration of property taxes but also have all the forms available through the office, all the different languages there are in, and any information that would be provided to the public. There are companies that will buy all the hardware and software and all the consultant services in exchange for the transaction fees. The Department has been working with KPMG on this model but KPMG is not committed to this model. So there is a possibility of moving the project to another vendor who would support this model.
 - The department has been working with the City Attorney's Office on this model and feels that if there is no fiscal impact to the City then an RFP may or may not be necessary.

Questions/Comments:

- COIT would like to discuss this model from a policy perspective and if an RFP should be processed. The City should be comfortable with the idea that there is a transaction fee that is cost covering to the users and if this is a good direction to follow.
- In reference to the RFP there is legislation that was written by Chris Hayashi four years ago that sets up unique criteria for Information Technology that might exempt the Treasurer/Tax Collector's Office from having to do an RFP. The legislation is specifically for Information Technology that enables a department to implement a pilot project or sole source the project to a specific vendor and is based upon a particular dollar amount. This legislation took Information Technology out of the regular bid requirements, which has very board and very flexible requirements for what is an RFP. The City Attorney's Office may be referring to this legislation
- In any case, COIT needs to look at specifications that decides whether it should be open to the public so other companies can bid on the design.
- Is there a time line to role this out? With the regards to the pilot project I think that it is a separate issue the pilot project can be transferred without a problem because there is no cost to the City. There is a timeline to complete the Death and Birth certificates and payment of water bills transactions.
- It seems the best criteria would be is to pay for a fee for the service. Add this to the context of the RFP and address those concerns and move forward.
- People who use the Internet are use to paying a fee for transactions (e.g.: income tax, using your charge card). People may have difficulty philosophically for charging a fee for forms that you can pick up.

ITEM IV. **Y2K update from the Acting COIT Chairperson.**
Matthew Hymel, Mayor's Finance Director

ACTION:

DISCUSSION: No disasters.
There were some emails Y2K related problems, which have been fixed. The issue was that people had set parameters on purging information and the dates were messed up. DTIS fixed this problem quickly.

ITEM V. **New Business**

ACTION:

DISCUSSION: None.

ITEM VI. **Public Comment**

ACTION:

DISCUSSION: None.

ITEM VII. **Closure and Adjournment.**
Meeting adjourned at 10:20 AM.



CITY AND COUNTY OF SAN FRANCISCO
 Department of Telecommunications & Information Services
 Committee on Information Technology

NOTICE

REGULAR MEETING OF THE
 COMMITTEE ON INFORMATION TECHNOLOGY

Thursday, July 13, 2000, 9:00 AM

1 Dr. Carlton B. Goodlett Place, Basement Conference Room 84

AGENDA (Amended)

1. Call to Order by Ed Harrington, Chairman and Controller

2. Roll call:

Ed Harrington, Controller

Barbara Kaufman, Board of Supervisors

Ben Rosenfield, Mayor's Finance Director

Andrea Gourdine, Director, Human Resources

Jeff Brown, Public Defender

Mark Primeau, Director, Public Works

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E. David Ellington, President, Telecommunications Commission

Ernie Jackson, Vice President, Telecommunications Commission

3. Welcome and Introduction by Ed Harrington, Chairperson

4. Approval of Minutes of January 28, 2000 Regular Meeting

5. Regular Calendar (Attachment)

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**COMMITTEE ON INFORMATION TECHNOLOGY
REGULAR CALENDAR
1 Dr. Carlton Goodlett Place
Basement Conference Room 84
Thursday, July 13, 2000 9:00 AM**

<u>Activity</u>	<u>Topic</u>
<u>Discussion</u>	1. COIT Staff reports related to the progress associated with current programs: <ul style="list-style-type: none">• Deborah Vincent-James, COIT -In progress programs• Sandy Rosen, COIT -Business Folios and Special Projects
<u>Discussion</u>	2. Tivoli Project review and status report. <ul style="list-style-type: none">• Rod Loucks, DTIS Chief Technology Officer
<u>Discussion and Action</u>	3. Court Management System project development and request for approval. <ul style="list-style-type: none">• Ron Hass, DTIS IS Manager• Dwight Hunter, CMS Project Manager
<u>Discussion and Action</u>	4. Treasurer/Tax Collector E-Government status report and update. <ul style="list-style-type: none">• Jay Banfield, Assistant Treasurer
<u>Discussion and Action</u>	5. Enterprise E-Mail Project briefing and request for approval. <ul style="list-style-type: none">• Liza Lowery, DTIS Director
<u>Discussion</u>	6. Introduction of the new Emergency Communications Department Director <ul style="list-style-type: none">• Thera Bradshaw, CECC Director
<u>Discussion</u>	7. New Business <ul style="list-style-type: none">• Discussion of any new business not included in the agenda.
<u>Discussion</u>	8. Public Comment <ul style="list-style-type: none">• Discussion of any comments brought by members of the public.
	9. Closure and Adjournment <ul style="list-style-type: none">• Motion to adjourn the meeting.

COIT MEETING OF July 13, 2000

The meeting was called to order by Ed Harrington, Chair at 9:05 a.m.

MEMBER PRESENT: Ed Harrington, Controller, Barbara Kaufman, Board of Supervisors, Jeff Brown, Public Defender, Andrea Gourdine, Department of Human Resources, and Liza Lowery, Director, Department of Telecommunications and Information Services.

ADVISORY MEMBERS PRESENT:

MEMBERS ABSENT: Taylor Emerson, Mayor's Finance Office, Will Lightbourne, Dept. of Human Services, Regina Minudri, City Librarian, Mark Primeau, Director, Department of Public Works, and Mitch Katz, Director, Dept. of Public Health

QUEST PRESENT: Thera Bradshaw, Director, Emergency Communications Department and Douglas Legg, DPW

Welcome and Introduction by Ed Harrington, Chairperson

Minutes of January 28, 2000 approved.

ITEM I. COIT Staff reports related to the progress associated with current programs:

ACTION:

DISCUSSION:

- Deborah Vincent-James, COIT
 - Reviewing Business Model for FY 20-01.
 - Working with DTIS on the E-Government Strategy Initiatives.
- Sandy Rosen, COIT - Business Folios and Special Projects
 - The Business Folio summary information was distributed to the members for review
 - The Business Folio summary includes:
 - > Statistics related to the first three years of COIT
 - > The number of departments that submitted folios, or projects, and the cost of the projects.
 - > Business questions answered by the departments that did not have projects.
 - Answers to the business questions (compared to the last two years) have improved in all categories. The questions registering the least amount of improvement and the lowest grade for the two years are:
 - > Question One - How well does your department's IT Strategic Plan address the future of Information Technology (a D was given for both years)?
 - > Question Eight - What is the status of the department's business recovery plan (going from a C the first year to a C- the second year).
 - It was suggested that it might be worth while to combine the E-Government Strategy Group questionnaire with the IT Strategic Planning and Disaster Recovery review in order to accumulate valuable information.
 - Staff has been working with departments and agencies in the City on other special projects. Sandy Rosen, COIT consultant worked with the SFUSD on a project.

ITEM II.

Tivoli Project review and status report.

- Rod Loucks, DTIS Chief Technology Officer and Liza Lowery, DTIS Director, presented status reports.

Welcome to Dana Hom, Chief Operations Officer. He will manage the overall operations and infrastructure for DTIS.

ACTION:

DISCUSSION:

- Liza Lowery, DTIS Director initiated a review of the project after the last COIT meeting. Rod Loucks, DTIS Chief Technology Officer is responsible for the Tivoli and E-mail Projects. Rod Loucks is in the process of reviewing the Tivoli Project with DTIS staff.
- The outcome of the review includes the following
 1. Lack of budgeted resources. There were funds for software licensing, but there were no funds for hardware or staff to support the project.
 2. There were no funds for consulting services.
 3. A Project Manager was not assigned.
- The Tivoli Project work at San Francisco Airport has been done and standards for implementation has been developed.
- The City-wide charges to pay for the Tivoli contract are incorporated into the rate that DTIS is charging to departments.
- In FY 20-01 there is \$100,000 budgeted to hire a Project Manager for the Tivoli Project.
- The Department of Telecommunications Information Systems (DTIS) has an initiative through the Telecommunication Communication Commission to develop a Master Telecommunications Plan. An internal needs assessment was completed and the infrastructure and networking for all departments were reviewed. It was strongly recommended after the review that a product like Tivoli should be implemented. DTIS would like to review the recommendations and integrate this into an overall project plan.

Questions:

Q - Is Tivoli implemented at the Airport?

R - No. The Airport cancelled the Tivoli project.

The Airport has an RFP out to outsource their IT Department for the new terminal. It may be that whoever is awarded the bid may be responsible for implementing the Tivoli application but this could change.

Q - Is Tivoli implemented at E-911?

R - Yes.

Q - Is Tivoli the product to implement?

R - Yes. DTIS feels that if the design, planning, deployment and execution of Tivoli are done properly the product will be successful.

Comments:

The Department of Human Services (DHS) would like to implement Tivoli and DTIS believes that they have the internal resources to roll it out. It was requested by DTIS that DHS implement Tivoli while DTIS develops the overall project plan. The DHS project Manager along with DTIS will report back to COIT with the project plan and results of Tivoli's DHS implementation at the next meeting.

Tivoli is a very complex application and is costly for the City to have Tivoli staff to maintain or implement. When the Tivoli Project was adopted there was funding for software only and there were no funds for a Project Manager, consultants or people to support the application, this is why the project failed.

Follow up on the Tivoli Project on the agenda at the next COIT meeting.

ITEM III. Court Management System Project Development and Request for Approval.

- Ron Hass, DTIS IS Manager
- Dwight Hunter, CMS Project Manager
- Ron Hass and Dwight Hunter were attending a Justice Steering Committee meeting. Liza Lowery, DTIS Director, will update COIT members on the project.

ACTION:

DISCUSSION:

- CMS Project is continuing work on the data warehouse. The project is going well.
- An RFP in late May was released to review case management systems. This RFP is very well documented with all the needs and requirements of the different agencies who participates in Justice. The RFP is due on Friday. The evaluation team is made up of the various agencies, and the members of the Justice Steering Committee who are working with the City Attorney and Purchasing on finalizing the evaluation criteria.
- The funding for FY 20-01 is about \$4.4 to \$4.5 million for Justice and seven new positions to help implement Case Management and Data Warehouse.

Questions/Comments:

- Long term goals with this project will be reliable data, greater accountability, and greater ease of communication between the departments.
- Liza Lowery, DTIS Director, thanked Jeff Brown, Public Defender, for chairing the Committee when Alan Carlson left.
- The link between CMS and the Record Management System within E-911 is an issue. The Justice Steering Committee is working with DTIS and one way or the other the links will remain.

ITEM IV. Treasurer/Tax collector E-Government status report and update.

- Jay Banfield, Assistant Treasurer

ACTION:

DISCUSSION:

- At the last meeting a Pilot Project was approved for E-Government Services. The pilot contract was signed on June 8, 2000 with DAI Company.
- The contract as negotiated has minimal risk and the City has absolute control of the site. The key components of the contract are that there is no cost to develop the network, and it is self funded through transaction/convenience fees. Any fees on this site, and priority of applications must be approved by DTIS.
- The Treasurers Office, Department of Public Health (DPH), Department of Building Inspections (DBI), and Public Utilities Commission (PUC) are involved in this pilot project.
- The contract includes:

- The sale of Birth and Death Certificates with DPH and this application is running.
- The electrical, plumbing, and small building permits are due to go live September 1, 2000 at DBI.
- Renewal of Annual Business Registration, Filing of Business Tax Statement and payment of Property Taxes at the Treasurers/Tax Department. The roll out of these applications will start in September and run through December.
- If DAI which is the company that the pilot contract is terminates the contract. The City will receive the source code for the network.
- The City has the right to review their financial statements and bring in an auditor if needed.
- DAI collects the fees and takes their percentage; then DAI forwards the guaranteed fees to the City.
- DAI is responsible for marketing the Network, drawing traffic, providing technical assistant, and supplying helpdesk functionality to the network.
- Advertising is banned on the site unless mutually agreed upon by the two parties.
- DAI projects with City departments.
 - Working with Rod Louckes web team on a web site My SFgov.org which is a personalized view of the San Francisco Government to web users.
 - Working with the Web Development Team on the design of the City Business Site, and the redesigning of the Treasurers Web Site.
- The Treasurers office is aware that an E-Government Strategy group has been developed in the City. If the City were to award a contract based on an RFP for E-Government Services, that contract would also contain an escape clause terminating the Pilot Project.

Questions/Comments

Q - Can you pay the Business Registration and Property Tax by a credit card?

R - Yes. This is an expensive way of paying (percentage fee of credit card is based on the sale) so the Treasurer's Office is reviewing other ways like using debit cards or Electronic Transfer of Funds (EFT).

ITEM V. Enterprise E-Mail Project briefing and request for approval

- Liza Lowery, DTIS Director

ACTION: Motion to approve project.

DISCUSSION:

People responsible for projects.

- E-Mail - Dana Horn
- E-Government/Tivoli - Rod Louckes. DTIS may hire an E-Government Service Manager.

Background

- 1992 Electronic Information Processing Steering Committee (pre-COIT)
 - Approved cc:mail as standard
 - Da Vinci approved as a alternate
- 1995 Citywide Roll Out of E-mail
 - Accounts increased from 600-8,500
- Currently
 - 16,600 accounts
 - Decentralized approach

- cc:Mail Product Life
 - Product sales end October 2000
 - Technical support ends October 2001

Original Proposal

- Replication of existing architecture
 - City-wide Hub
 - Departmental e-mail servers
 - 5,000 accounts
 - With this decentralized model a requirement would be a replication and synchronization across the WAN. This means that with the departmental e-mail servers you would have to ensure that the lists of people on e-mail were synchronized. This would have been too time-consuming, and a maintenance intensive process.
- Assumption Lotus Notes
- Estimated Phase I Cost – \$3.7M

Recommended Approach

- Centralized Messaging
 - Begin with 5,000 accounts
 - Centralized e-mail servers
 - No requirement replication/synchronization
 - Future integration of other account
- Review of e-mail standard
- Approved funding 2000/2001 - \$1.2M

Benefits of Approach

- Fewer resources required
 - Hardware
 - Software
 - Staff
- Easier & less costly to maintain
- Supports enterprise applications
 - EIS & Constituent Relations
- Enhanced security & access
 - Centralized virus checking
 - Remote access

Next Steps

- Today
 - Request the approval of the centralized e-mail approach
- By September 2000
 - Recommendation of standard
 - Lotus Notes/Domino
 - Microsoft Outlook/Exchange
 - Internet Service Provider application approach (ISP/ASP Approach)
 - Backend processing would be standard but the front-end interface to e-mail could be Lotus Notes, Outlook, or any e-mail application.
- By October 2000
 - COIT endorsement standard
- By November 2000
 - Project plan for infrastructure installation
 - Prioritization by COIT/SMPG

- Deployment plan
- By January 2001
- Deploy departments based on priorities

Questions/Comments

Q - With the new approach for e-mail will the \$1.2M be enough to fund the project?

R - Yes. The initial estimates that DTIS received from Lotus and Microsoft show that DTIS can implement the project the first year.

Q - Were the City Departments notified that DTIS is reviewing the e-mail standards?

R - Yes. DTIS has presented a Project Plan to SMPG that included a re-evaluation of the e-mail standards. But it is not known whether or not the departments have been notified.

The centralized approach versus the decentralized approach would create issues with departments because some departments may not want e-mail to be centralized. They would have to conform to standards for setting up users or e-mail groups.

It could be that the recommendation of the Master Telecommunication Plan is to have a centralized e-mail because the decentralized approach does not appropriately support enterprise applications.

ITEM VI.

Introduction of the new Emergency Communications Department Director.

- Thera Bradshaw, Director, Emergency Communications Department
- Thera Bradshaw is the Vice-President of the Association of Public Safety Communication Officers (APCO) and will become the President in Year 2002.

ACTION:

DISCUSSION:

- New organization consists of four divisions.
 1. Operations – E-911 and Safety Dispatch Center.
 2. Client Services – Focusing on customer service, integration, quality improvement and control, and public interaction and information.
 3. Human Resources – Professional development program
 4. Administration – Budget, Finance, and Planning.
- Priority and Focus.
 - To centralize staff in one location. The Fire and EMS staff has been operating at the new facility since April.
 - Building team leadership.

Questions/Comment

Q - To what extent will your department be involved in the justice link?

R - Liza Lowery, DTIS Director has contacted Thera Bradshaw, Director, ECD about this link and feels very strongly about integration of systems and will be working with DTIS.

ITEM VII.

New Business

There will be a Public Hearing hosted by the Telecommunications Commission on July 17, 2000 to have citizens groups and businesses inform the City as to what types of services they would like to see as a part of E-Government.

ACTION:

A strategy document is in process along with the assessment tool and should be completed by the end of summer. There will be an update at the next COIT meeting.

DISCUSSION: E-Government Update

- DTIS has taken the leadership role for E-Government. A strategy group was formed and has been meeting since April.
- The goals of the strategy group.
 - Draft an enterprise approach and vision.
 - Develop tools to assess the organization and departments.
 - Assemble factual information about what is E-Government, why should we do it, and how should it be done?
- There are nine people on the E-Government Strategy Group, consisting of staff from the Controller, DTIS, Treasurer/Tax Collector, Economic Development, Administrative Services, Public health, PUC, and COIT.
- Service provision, digital democracy & economic development.
- Address all customers.
 - Government to Public.
 - Paying fines & tickets
 - Tax payments
 - Reservations
 - Video on Demand
 - Birth & Death Certificates
 - Government to Business
 - Permitting & Licensing
 - Procurement
 - Data Sales
 - Proposals & Bids
 - Inventory Management
 - Government to Government
 - Regional Planning
 - Transfer of Funds
 - Joint Power Agreements
 - Government to Internal Employees
 - Intranet GIS, EIS, ERP
 - Document Management
- Goals for E-Government.
 - Increased access to service & information 24x7 a day, 7 days a week for all people.
 - Self-service and greater control.
 - Fulfill customer expectations.
 - Provide a single entry point into CCSF.
 - Use of use & customer service focus.
- Organizational Requirements
 - Enterprise approach
 - Robust, reliable infrastructure
 - Standards
 - Integration
 - Process review and improvement
 - Adequate resources for long term support
- Policies & Practices
 - Enterprise approach
 - Marketing & communication
 - Business model & funding plan
 - Identification & minimization of risks
 - Plan for access by all facets of society
 - Process to identify & prioritize

ITEM VIII. Public Comment

ACTION:

DISCUSSION: None

ITEM IX. Closure and Adjournment

- Motion to adjourn the meeting.
Meeting adjourned at 10:35 AM.

ACTION:

DISCUSSION:



CITY AND COUNTY OF SAN FRANCISCO
Department of Telecommunications & Information Services
Committee on Information Technology

NOTICE

REGULAR MEETING OF THE
COMMITTEE ON INFORMATION TECHNOLOGY

Thursday, December 7, 2000, 9:00 AM

1 Dr. Carlton B. Goodlett Place, Conference Room 421

AGENDA

DOCUMENTS DEPT

DEC 06 2000

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PUBLIC LIBRARY

1. Call to Order by Ed Harrington, Chairman and Controller

2. Roll call:

Ed Harrington, Controller

Barbara Kaufman, Board of Supervisors

James MacLachlan, Mayor's Finance Office

Andrea Gourdine, Director, Human Resources

Jeff Brown, Public Defender

Edwin Lee, Director, Public Works

Deborah Alvarez-Rodriguez, Director, Dept. of Children, Youth & Families

Liza Lowery, Director, Telecommunications & Information Services

Mitch Katz, Director, Public Health

Elizabeth Goldstein, General Manager, Recreation and Park Department

Advisory Members:

Joe Grubb, Rent Stabilization Board

Ernie Jackson, President, Telecommunications Commission

Bonnie Engel, Vice President, Telecommunications Commission

3. Welcome and Introduction by Ed Harrington, Chairperson

4. Approval of Minutes July 13, 2000 Regular Meeting

5. Regular Calendar (Attachment)

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COMMITTEE ON INFORMATION TECHNOLOGY REGULAR CALENDAR

1 Dr. Carlton Goodlett Place, Conference Room 421

Thursday, December 7, 2000, 9:00 A.M.

Activity	Topic
discussion	1. Introduction of the new COIT members by the Chair, Ed Harrington, Controller: <ul style="list-style-type: none">• Deborah Alvarez-Rodriguez, Office of Children, Youth, and Families• Ed Lee, Director, Department of Public Works• Elizabeth Goldstein, General Manager, Recreation and Park
discussion	2. COIT Staff reports related to the progress associated with the current programs: <ul style="list-style-type: none">• Deborah Vincent-James, COIT – Programs in progress• Sandy Rosen, COIT – Business Folio and Special Projects
discussion	3. Enterprise E-Mail Project briefing and request for approval: <ul style="list-style-type: none">• Rod Loucks, DTIS Chief Technology Officer
discussion	4. E-911 Project cutover report: <ul style="list-style-type: none">• Thera Bradshaw, Emergency Communications Director
discussion	5. Total Cost of Ownership (TCO) review: <ul style="list-style-type: none">• Deborah Vincent-James, COIT• Sandy Rosen, COIT
discussion	6. New Business: <ul style="list-style-type: none">• Discussion of any new business that has not been included on the agenda.
discussion	7. Public Comment: <ul style="list-style-type: none">• Discussion of any comments brought up by members of the Public.
	8. Closure and Adjournment: <ul style="list-style-type: none">• Motion to adjourn the meeting.

COIT MEETING OF December 7, 2000

The meeting was called to order by Ed Harrington, Chairman and Controller, at 9:05 a.m.

MEMBER PRESENT: Ed Harrington, Controller, Barbara Kaufman, Board of Supervisors, Andrea Gouridine, Department of Human Resources, Liza Lowery, Director, Department of Telecommunications and Information Services, Elizabeth Goldstein, General Manager, Recreation & Park Dept., Ed Lee, Director, Dept. of Public Works, Cedric Yap, Office of Children, Youth, and Families.

ADVISORY MEMBERS PRESENT: Joe Grubb, Rent Control Board.

MEMBERS ABSENT: Mitch Katz, Director Dept. of Public Health, Deborah Alvarez-Rodriguez, Office of Children, Youth, and Families.

GUEST PRESENT:

DOCUMENTS DEP

Welcome and Introduction by Ed Harrington, Chairperson

MAR 30 2001

Approval of Minutes of July 13, 2000. Minutes Approved.

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ITEM I. Introduction of new COIT members by the Chair, Ed Harrington, Controller.

- Deborah Alvarez-Rodriguez, Office of Children, Youth, and Families
- Ed Lee, Director, Department of Public Works.
- Elizabeth Goldstein, General Manager, Recreation and Parks

ACTION:

DISCUSSION:

ITEM II. COIT Staff reports related to the progress associated with current programs:

ACTION:

DISCUSSION:

- Deborah Vincent-James, COIT
 - COIT staff has been working on developing the COIT Business Practices Model.
 - On December 12, 2000, from 8:00-12:00 noon at 875 Stevenson St., Learning Resource Center, there will be a Director's Council Reception honoring Liza Lowery's one year anniversary working for the City. Liza Lowery, DTIS Director, will give a presentation on the DTIS organization. IBM is sponsoring this event and will have a presentation on Lease and Asset Management and Strategic Planning.

- Events in 2001.
 - One all day Lease/Asset Management Seminar in February 2001.
 - Cisco and HP trip for the MIS technical staff in city departments.
- COIT and DTIS are sponsoring a Christmas Party on December 19, 2000, and everyone is invited. Location is at the West Bay Conference Center, between Filmore and Eddy.
- Sandy Rosen, COIT - Business Folios and Special Projects.
 - Business Folio additions.
 - > An organizational chart must be submitted from each department.
 - > For IT Managers who want to list names of volunteers to assist Director's Council: See SMPG Minutes or contact the Director's Council Chairperson (Rod Loucks or James Albert).
 - The Business Folios are mandatory and must be submitted to COIT by all departments.
 - The Director's Council is a new committee added to the COIT Organization. This council will offer special assistance to the SMPG, departments, committees, etc. that are involved in developing specific policies to address the needs and wants of the IT community and the wider requirements of the City/County constituency. COIT will look to this committee for guidance and assistance on technical issues. There will be two chairpersons, Rod Loucks, CTO DTIS, and James Albert, CIO Muni, rotating on a quarterly basis.

ITEM III. Enterprise E-mail Project briefing and request for approval:

- Rod Loucks, DTIS Chief Technology Officer

ACTION:

DISCUSSION:

- Formation of the Email Project staff.
 - Joe Armenta, DTIS, will assume the project leadership role.
 - DTIS has re-deployed existing staff in order to expedite this project.
- The \$1 million for the project is on reserve in a technology fund. However, the commitment of these funds to the E-Mail Project is uncertain.
- The vendor selected to perform the analysis of messaging options and recommend the best approach is Altos Computing, which is both a Lotus and a Microsoft business partner.
 - DTIS staff is currently working with COIT to establish a contract target date of 12-18-00.
- Major Milestones
 - Recommendation of platform/messaging draft report 2/1/01.
 - Review with SMPG by 3/01/01.
 - COIT approval of approach and project plan 3/2001.

- Assume release of technology fund reserve.
- Establish project steering committee after COIT approval. Rod Loucks, DTIS CTO, would like 5 people on this steering committee. Recommendations are welcome.
- Design of Citywide infrastructure complete 4/2001.
- Procure and install messaging hardware and software 6/30/01
- Begin rollout 7/2001.

Questions/Comments

None

ITEM IV. E-911 Project Cutover Report

- Thera Bradshaw, Emergency Communications Director

ACTION:

DISCUSSION:

Thera Bradshaw was unable to attend the meeting, Liza Lowery updated members on the E-911 cut-over.

- On November 12, 2000, the Police and Fire Department cutover to the new system.
- Equipment was replaced in Police cars.
- The cutover was a success and the project mode is over.

Questions/Comments

None

ITEM V. Total Cost of Ownership (TCO) review:

- Deborah Vincent-James, COIT
- Sandy Rosen, COIT

ACTION: Status reports to COIT on TCO/Lease-Asset Management

DISCUSSION:

- The "Total Cost of Ownership" (TCO) will allow IT Management to chart and continue to adjust and improve IT and business processes over time.
- An organization can reduce IT lifecycle costs by making three investments.

1. Training - Training end-users and IT Staff to make optimal use of cost-controlling processes and technologies.
2. Processes – Automating some tasks and streamlining others, covering tasks ranging from asset tracking to software updating.
3. Technologies that are easy to manage, service, and support – Deploying information technologies that minimize and in some cases eliminate the widest range of labor-intensive tasks.

Questions/Comment

Liza Lowery, DTIS Director, successfully implemented TCO when she was the IT Director in Florida. Liza feels that TCO is a great idea to implement in the City.

Joe Grubb, Rent Board Director, informed the members that TCO would be discussed at the SMPG meeting.

ITEM VI. New Business

ACTION:

DISCUSSION:

ITEM VII. Public Comment

ACTION:

DISCUSSION: None

ITEM VIII. Closure and Adjournment

- Motion to adjourn the meeting.
Meeting adjourned at 10:15 AM.

ACTION:

DISCUSSION:



CITY AND COUNTY OF SAN FRANCISCO
Department of Telecommunications & Information Services
Committee on Information Technology

NOTICE

REGULAR MEETING OF THE
COMMITTEE ON INFORMATION TECHNOLOGY

Thursday, April 5, 2001, 9:30 AM

1 Dr. Carlton B. Goodlett Place

Purchasing Conference Room 421

AGENDA

DOCUMENTS DEPT.

MAR 30 2001

Call to Order by Ed Harrington, Chairman and Controller

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Roll call:

Ed Harrington, Controller
Chris Daly, Board of Supervisors
Steve Kawa, Mayor's Finance Director
Andrea Gourdine, Executive Director, Dept. of Human Resources
Liza Lowery, Director, Telecommunications & Information Services
Mitch Katz, Director, Public Health
Deborah Alvarez, Director, Office of Children Youth and Family
Elizabeth Goldstein, Director, Culture and Arts
Ed Lee, Director, Department of Public Works
(Vacant)

Welcome and Introduction by Ed Harrington, Chairperson

Approval of Minutes of December 7, 2001 Regular Meeting

Regular Calendar (Attachment)

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(REVISED)
COMMITTEE ON INFORMATION TECHNOLOGY
REGULAR CALENDAR
April 5, 2001
9:30 A.M.
1 DR. CARLTON B. GOODLETT PLACE
PURCHASING CONFERENCE ROOM 421

Activity

Topic

Discussion
and
Approval

- I. Enterprise E-Mail Project Recommendation and Request for Approval:
- Ms. Liza Lowery, DTIS Executive Director

Discussion

- II. Presentation of DTIS Reorganization:
- Ms. Liza Lowery, DTIS Executive Director

Discussion

- III. Presentation of "An Enterprise Approach to IT"
- Ms. Liza Lowery, DTIS Executive Director
 - a. Status of Project and Deliverables
 - b. Overview of City Departmental and COIT involvement in Project Business Processes
 - c. Project Reporting Schedules to COIT

Discussion
and
Approval

- IV. Presentation of the current Status of the City-wide Criminal Justice System and Request for Approval:
- Mr. Ron Hass, DTIS System/Programming

Discussion
and
Approval

- V. Presentation of the current status of the City-Wide PeopleSoft Project and Request for Approval:
- Mr. Ray Wong, Deputy Director with DHR

Discussion

- VI. New Business.
- Discussion of any new business not included in the agenda items.

Discussion

- VII. Public Comment.
- Discussion of any comments brought to the floor by a member of the public.

- VIII. Closure and Adjournment
- Motion from the floor to adjourn the meeting.

COIT MEETING OF April 5, 2001

The meeting was called to order by Ed Harrington, Chairman and Controller, at 9:31 a.m.

MEMBERS PRESENT: Ed Harrington, Controller; Mitch Katz, Director Department of Public Health; Chris Daly, Board of Supervisors; Andrea Gourdine, Department of Human Resources; Liza Lowery, Director, Department of Telecommunications and Information Services; Elizabeth Goldstein, General Manager, Department of Recreation & Park; Ed Lee, Director, Department of Public Works; Deborah Alvarez-Rodriguez, Department of Children, Youth, and Families; and Steve Kawa, Mayor's Finance Office.

ADVISORY MEMBERS PRESENT:**MEMBERS ABSENT:**

GUESTS PRESENT: James MacLachlan, Mayor's Finance Office; Warren William, IBM Representative; Ray Wong, Department of Human Resources; Janice Ehrke, Central Purchasing; James Harris, Shawn Ewing, CYF; Ron Hass, DTIS; Joe Armenta, DTIS; Erich Seamon, DTIS; James Albert, CIO Muni; and Jeff Jennings, Microsoft Representative.

Welcome and Introduction by Ed Harrington, Chairperson

Reading of Minutes of December 7, 2000. Minutes Approved.

Correction to the minutes: Liza Lowery was the IT Assistant Director in Florida, not the Director

ITEM 1 Enterprise e-mail Project Recommendation and Request for Approval:

Ms. Liza Lowery, DTIS Executive Director.

- In FY 99-00 the COIT Policy Making Body approved the e-mail centralized approach.
- Funding:
 - \$250,000 was used for project management and infrastructure assessment.
 - DTIS is requesting that the Mayor's Office release \$1 million on reserve to implement base infrastructure to support the enterprise email system. The amount will cover the conversion for about 5,000 users; licenses and training.
 - DTIS also requested \$2.5 million for FY 01-02 to convert 12,000 more email users.
- When the \$1 million is released by the Mayor's Office it will be used for technical architecture and design (30 days to complete), procurement and installation of hardware (6 weeks to complete), and rollout by July 1, 2001.
- Joe Armenta was hired as the Project Manager for the e-mail project.
- DTIS has been working on a platform recommendation that involved the participation of 27 departments in requirement gathering and survey. The 27 departments involved represent 91% of e-mail users in the City.
- DTIS hired Altos Engineering, a third party consultant, to conduct a survey and make a recommendation to the City.
- DTIS reviewed three platform options.
 1. Lotus Domino with Notes.
 2. Microsoft Exchange with Outlook.
 3. A hybrid approach whereby Lotus Domino notes would be the primary email but people could also use Microsoft Outlook on the desktop.

- Altos Engineering Consultants recommended Lotus Domino.
- The Executive Summary Report from Altos Engineering was distributed.
- The Steering Committee requested more rationale for information about each of the rating categories that were used so that people can clearly understand the decision making process.
- At the next several meetings, DTIS will continue to look to COIT for Policy decisions (e.g.: retention of email, access to email).
- The COIT Policy-Making Body Committee approved the email project to move forward.

ITEM II. Presentation of DTIS Reorganization by Liza Lowery, DTIS Executive Director.

DISCUSSION:

- There are now four divisions, which include four upper management positions that report to Liza Lowery, DTIS Executive Director. The operating vision for DTIS is customer relationship first, followed by Service Delivery and Customer Advocacy Technology Services.
 1. Denise Brady, Deputy Director Policy and Planning Division. Responsible for:
 - Contract and Franchise Administration.
 - Legislation Development/Advocacy.
 - Staff Telecommunications Commission.
 - Strategic Planning.
 - Technology and Telecom Policies.
 2. Chief Administrative Officer, Finance and Administration Division; Currently vacant. Responsible for:
 - Administration
 - Facilities, Inventory and Fleet Management.
 - Financial Operations.
 - Personnel Services.
 3. Dana Hom, Chief Operations Officer, Operations and Infrastructure Division. Responsible for:
 - Customer Service and Support.
 - Enterprise Systems Management.
 - Network Technologies and Administration.
 - Public Safety Operations.
 - Systems Security.
 - Wiring and Wireless Services (pagers, radio, cell phones etc...).
 4. Rod Loucks, Chief Technology Officer, Technology Services Division. Responsible for:
 - Departmental and Enterprise Systems.
 - E-government services.
 - Learning Center (technology training).
 - Project Resource Management.
 - Research and Adoption.
 - Technology Consulting.(Leadership and Direction CIO and Sr. Management.)
- DTIS will develop a Project Resource Management Group. Part of this will be a PMO to develop project management standards for the entire department.

- DTIS's goals.
 - Reduce number of contacts, establish customer liaisons/advocates and focus on providing solutions to improve customer service.
 - Introduce a departmental approach and reduce the number of divisions.
 - Improve communication and promote working together.
- Implementation and next steps.
 - There shall be communication with bargaining units concurs.
 - A Three-Phase transitional plan.
 - By April 9th, there will be changes in reporting relationships.
 - Staff to fill essential vacant positions should be hired by June 30th.
 - The service delivery model should be totally changed after July 1, 2001. This may take a couple of months.
 - Liza Lowery, DTIS Executive Director, will be communicating with customers, IT Managers, and IT staff about releasing the organization charts, the transitional plans and phase, implementations and will also have customer focus groups for question and answer sessions.

Questions/Comments

A department made a comment that they have already established a single point of contact at DTIS and is pleased with the service.

DTIS will work on boilerplate, with departments who are interested, to develop minimum technology expectations for buildings in the city.

ITEM III.

Presentation of "An Enterprise Approach to IT"

- Ms. Liza Lowery, DTIS Executive Director.
 - a) Status of Project and Deliverables.
 - b) Overview of City Departments and COIT involvement in Project Business Processes.
 - c) Project Reporting Schedules to COIT.
- This will be a participatory process.
- The Enterprise Approach to IT will function as a Citywide organization to.
 - Improve alignment of business needs with IT.
 - Eliminate inefficiencies.
 - Promote working together.
 - Be a leader in the use of technology.
- Reason for change.
 - Recent projects using this approach are moving in the right direction.
 - Disparate systems & integration issues.
 - Redundant IT resources.
 - Competing IT priorities.
 - Underutilization of valuable resources.
 - Inconsistent application of best practices.
- Benefits of a New Approach.
 - Utilization of resources efficiently.
 - Improved ability to recruit & retain IT staffs.
 - Consistent application of best practices.
 - Improve operations with overall lower cost.
 - Enhanced citizen services.
- What's in it for departments?
 - Departments can focus on their own missions and have DTIS focus on Information Technology.
 - Enhanced service delivery.
 - Improved integration.
 - Increased depth and breadth of resources.

- Improved security, reliability, and capacity.
- Ability to address the "have not's".
- **Project Overview**
 - Liza Lowery, DTIS Executive Director, with assistance from Deborah Vincent-James, Executive Director, COIT; and Ed Harrington, Controller, hired Public Technology Incorporated (PTI), through the Computer Store. PTI's mission is to bring Technology to local government. The company is an objective third party who will facilitate the planning process for this. The negotiations are in process and there will be a series of events and meetings. Liza Lowery would like to assemble a core planning team that may consist of SMPG members and/or department heads who are more focused on supporting the efforts that DTIS develops. Liza Lowery will also be working with the IT staff in all departments through COIT and the Mayor's budget office to develop a comprehensive 3-year plan.
- **Planning Phases:**
 - Kick off and Executive Roundtable sometime at the end of month or beginning of May
 - DTIS will complete an assessment survey to find out what departments have and what is needed.
 - **SWAT Team**
 - DTIS will bring in three to five CIO's and IT Director's from around the country from similar organizations that have faced the same issues.
 - The group will be on site for a couple of days and will provide advice, respond to questions, receive input, and assist with building out the Enterprise Plan
- **Deliverable - Enterprise IT Plan.**
- The Executive Steering Committee will assist in the project, ensure participation, and remove roadblocks; and frame a vision, and define its scope, and outcomes.
 - Liza Lowery, DTIS Director, requests participation of the following:
 - COIT Chair Ed Harrington, Controller, who agreed to serve on the committee.
 - Two COIT members; Andrea Gourdine, Director Human Resources, and Elizabeth Goldstein, Recreation and Parks Department.
 - Department Heads (2 from large and small).
 - Two IT Director's
 - One or two outside CIO's.
 - One Telecom Commissioner.
- DTIS will report to COIT at every meeting on the policy recommendations and decisions in progress. There will also be updates on the website.
- Deborah Vincent-James, COIT Director, and someone from the Mayor's Office should attend all meetings.
- During the planning process, DTIS will also make recommendations on what makes sense to the Enterprise Plan versus what does not.

ITEM IV: Presentation of the Status of the Citywide Criminal Justice System and Request for Approval:

Mr. Ron Hass, DTIS System/Programming

DISCUSSION:

- **Court Management System.**
 - Created in mid-1970's
 - The first integrated Criminal Justice System in the Country.
 - On-line, real time.
 - Purpose is to assist law enforcement in making arrests, and assist the Sheriff with bookings into jail. Automatically creates court calendar for the next day. Sends information to district attorney.
 - Used by Police, Sheriff's Office, Courts, District Attorney, Public Defender, and Adult Probation Department.
 - System is working well but it is very old.

- Concerns and Issues of the current Court Management System.
 - Costly & difficult to maintain.
 - Technologies now obsolete.
 - System is not flexible to support change.
 - Potential system failure.
- Funds for replacing the Court Management System were requested in FY 97-98.
 - A Technical Steering Committee was formed to do the cost and requirements analysis scope setting, and project monitoring.
 - DTIS selected as developers/integrators.
 - A letter of agreement was signed in the spring of 2000.
 - Estimated cost \$14-\$16M.
- Strategy emerged.
 - Central data warehouse.
 - Departments case management systems.
 - Use of open systems allowing integration.
- An RFP was published.
 - Adult Probation, District Attorney, and Public Defender selected systems.
 - Departments who declined at this time:
 - Sheriff's Office has a booking system in place, is in progress to implement a Jail Management System, and would like to complete the system before looking at further automation.
 - Courts have withdrawn from selecting a package for replacement calendaring.
 - Police remaining with the current Court Management System..
- Legislation was passed to form a Governance Council due to the multiple departments involved. The council sets policy and functions as oversight body.
 - Co-Chairs: MCIC & CMS Department.
- Mayor's Criminal Justice Council.
 - Project Advocacy.
 - Funding Agency
- Joe Grubb, Rent Board, Chair of SMPG has been attending meetings.
- Project Budget to date.
 - Requested - \$12.65M
 - Received - \$ 7.455M
 - FY2001-02 Budget request \$5.6M
 - Time line expanding.
 - Budget changing due to current lack of funding.
 - Scope remains the same (replacing CMS, acquisition of departmental systems, and moving data to modern technology).
- Next Steps
 - Case management for Adult Probation, District Attorney, & Public Defender.
 - Infrastructure equipment installation.
 - Data conversion.
 - Interfaces to data warehouse.
 - Creation of query transactions.
 - Foundation for Police, Courts, and Sheriff's Office.

▪ J.U.S.T.I.S Project History/Milestones

	Activity	Status	Completion Date	
			Month	Year
1	Formal Project Initiated	Completed	April	1998
2	Telecommunications Plan Published	Completed	June	1999
3	Strategic Plan Published	Completed	November	1999
4	Issued Request for Proposal (Departmental Case Management Systems)			
5	Creation of Test Prototype (Data Warehouse)	Completed	December	2000
6	Evaluation and Selection of Departmental Systems	Completed	March	2001
7	Acquisition and Implementation of Departmental Systems	In Progress	March	2002
8	Installation of Computer Equipment and software	In-Progress	April	2002
9	Conversion and interface to Data Warehouse	In-Progress	June	2002
10	Continue to build on Foundation for Police, Courts, Others	On-going	July	2002

ITEM V: Presentation of the current status of the City-wide PeopleSoft Project and Request for Approval:

Mr. Ray Wong, Deputy Director with Department of Human Resources (DHR)

- Overview
 - Before this system, the legacy systems that DHR had were simply inadequate to assist in driving DHR business needs.
 - Implementation was strictly "vanilla". "Do not modify unless necessary."
 - Implement incrementally.
 - Promote standardization.
 - Reduce high volume/low value transaction processing.
 - Utilize automated workflow management.
 - "Push" access/functionality to "lowest" levels while enhancing accountability. Want people to be able to do work at all levels and in conjunction with the standardization that allows for transferability of knowledge and skills across departments.
 - Retain Peoplesoft payroll functionality.
- Current Status
 - Licensed for June 98.
 - Live date on July 99.
 - Core HRMS functionality is complete.
 - Job, Employee, and Union History.
 - Payroll History profiles were captured back to 1995.
 - All departments online or have online access including SFUSD & SFCCD
 - 417 active users as of 3/27/01.
 - 895 end user training instances delivered through 110 training sessions
 - 16,100 personnel requisitions processed by workflow management since July 1999
- Next Steps
 - Develop & deploy automated workflow for separation processing. The information will be generated automatically to Health Service System, Retirement, & Payroll. This will do away with Personnel Action Report (PAR) which is all paper.
 - Deploy Personal Information Maintenance (change of address, emergency contact) which can be maintained by departments.
 - Deploy Leave Tracking (i.e., Family Medical Leave Act (FMLA), Personnel Leave). DHR is working with FPSD with to create a common set of metrics
 - Develop & deploy workflow for appointment processing. The personnel offices can enter who was hired and the information will be automatically sent to the Health Service System and Retirement.

- Benefits:
 - The DHR staff is handling the membership and eligibility side. There will be an Executive Committee meeting on June 20, 2001, to determine whether it is a go or no go depending on the design.

Questions/Comments

DHR is developing a video on the business side that will be deployed to departments so that they can view with their staffs in order that they may know exactly what the process is and have documents.

Q-HIPPA actually Affects Health Plan I. Has there been any action taken in terms of compliance with HIPPA for Health Plan I?

R-Yes

ITEM VI. New Business

- Discussion of any new business not included in the agenda items.

DISCUSSION: None

ITEM VII. Public Comment.

- Discussion of any comments brought to the floor by a member of the Public.

ITEM VIII. Closure and Adjournment.

- Motion from the floor to adjourn the meeting. Meeting adjourned 11:05 a.m.

Meeting adjourned at 11:05 AM.



CITY AND COUNTY OF SAN FRANCISCO
Department of Telecommunications & Information Services
Committee on Information Technology

NOTICE

REGULAR MEETING OF THE
COMMITTEE ON INFORMATION TECHNOLOGY

Friday, September 28, 2001, 9:00 AM

1 Dr. Carlton B. Goodlett Place

DOCUMENTS DEPT.

Purchasing Conference Room 421

SEP 26 2001

AGENDA

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PUBLIC LIBRARY

1. Call to Order by Ed Harrington, Chairman and Controller

2. Roll call:

Ed Harrington, Controller

Chris Daly, Board of Supervisors

Steve Kawa, Mayor's Finance Director

Andrea Gourdine, Director, Department of Human Resources

Liza Lowery, Executive Director, Telecommunications & Information Services

Mitch Katz, Director, Department of Public Health

Deborah Alvarez, Director, Office of Children, Youth and Families

Elizabeth Goldstein, Director, Recreation & Park Department

Ed Lee, Director, Department of Public Works

3. Welcome and Introduction by Ed Harrington, Chairperson

4. Approval of Minutes of April 5, 2001 Regular Meeting

5. Regular Calendar (Attachment)

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COMMITTEE ON INFORMATION TECHNOLOGY
REGULAR CALENDAR
September 28, 2001
9:00 A.M.
1 DR. CARLTON B. GOODLETT PLACE
PURCHASING CONFERENCE ROOM 421

<u>Activity</u>	<u>Topic</u>
<u>Discussion</u>	I. Presentation of the COIT Business Folio Summary Report: <ul style="list-style-type: none">• Mr. Sandy Rosen, COIT Advisor.
<u>Discussion and Recommendation</u>	II. Presentation by the Department of Public Transportation IT Management defining the Automatic Vehicle Location System: <ul style="list-style-type: none">• Mr. James Albert, CIO.
<u>Discussion and Recommendation</u>	III. Presentation by Airport IT Management defining the APOE Building at the Airport: <ul style="list-style-type: none">• Mr. Lonnie Brown, IT Manager
<u>Discussion</u>	IV. Project Update: The Public Safety Network (E-Net): <ul style="list-style-type: none">• Ms. Denise Brady, Assistant Director, DTIS
<u>Discussion</u>	V. Project Update: The Enterprise e-Mail Project: <ul style="list-style-type: none">• Mr. Rod Loucks, CTO, DTIS
<u>Discussion</u>	VI. Project Update: The Enterprise IT Initiative: <ul style="list-style-type: none">• Ms. Liza Lowery, Executive Director, DTIS
<u>Discussion</u>	VII. New Business. <ul style="list-style-type: none">• Discussion of any new business not included in the agenda items.
<u>Discussion</u>	VIII. Public Comment. <ul style="list-style-type: none">• Discussion of any comments brought to the floor by a member of the public.
	IX. Closure and Adjournment <ul style="list-style-type: none">• Motion from the floor to adjourn the meeting.

COIT MEETING OF April 11, 2002

Ed Harrington, Chairman and Controller, called the meeting to order at 9:45 a.m.

MEMBERS PRESENT: Ed Harrington, Controller, Chris Daly, Supervisor; Ben Rosenfield, Mayor's Finance Director; Elizabeth Goldstein, Recreation and Park Department; Andrea Gourdine, Director, Human Resources; Edwin Lee, Director, Department of Public Works; Rod Loucks, Chief Technology Officer, Department of Telecommunication Services (DTIS) for Lewis Loeven, Director of DTIS; John Martin, Airport Director.

ADVISORY MEMBERS PRESENT:

None.

MEMBERS ABSENT: Deborah Alvarez-Rodriguez, Department of Children, Youth & Families, Lewis Loeven, Executive Director, Telecommunications & Information Services

GUEST PRESENT:

Representatives from the following departments, Department of Telecommunications and Information Services, City Attorney, District Attorney, Public Defender, and Department of Human Resources

Welcome and Introduction by Ed Harrington, Chairperson

DOCUMENTS DEPT.

Approval of Minutes of January 2, 2002

Corrections to minutes:

JUL 25 2002

ITEM I.

Enterprise E-Mail:

- City Attorney and Public Defender Request
Email Security and Confidentiality Discussion

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PUBLIC LIBRARY

DISCUSSION:

Overview by Rod Loucks:

- o On August 2000, COIT adopted a policy for taking an Enterprise approach to Email and basically to centralize the infrastructure for email
- o Subsequent to that, in February or March 2001 we had consultants prepare a proposal in which it actually recommended the Email package, Lotus Notes, which was adopted by the City's Internal Steering Committee and forwarded to COIT for approval.
- o The intent of the Enterprise Approach to Email was to achieve an economy of scale, and to create a consistent and supportable infrastructure throughout the City
- o The previous email system, and in some cases for some departments, the existing system was cc:mail. That represented a series of roughly 50 or so servers throughout the City and there was always issues with the latest versions of software.
- o It was an effort to basically create the economy of scale and create the common infrastructure, and implement a common tool throughout the City so there would not be different versions of email, and different email applications.

Ed Harrington:

- o Clearly people have raised issues regarding confidentiality (Attorneys and Public Safety) and Centralization. However, Lotus Notes was adopted.

Julia Friedlander:

- o The City Attorney's Office supports the initiative to have an Enterprise Approach to E-mail but we have particularly extreme sensitivity to confidentiality of our internal messages. We felt that the general policy for the City needs to be accommodating in order to support a single messaging program. We will be happy to use the network, happy to update hardware and software, however we do have an obligation to

maintain confidentiality. Physical control over a separate server and control over backup tapes is very important. The primary position of City Attorney is confidentiality.

- o Is it possible to have separate control? The City Attorney would be happy of entertain other proposals, the City Attorney got COIT's approval to purchase a server for email before the enterprise hardware network was finalized, so we bought it after February.

Rod Loucks:

- o That does raise another policy issue, because we did want to have a consistent infrastructure, which is an AS400 infrastructure
- o It is not an AS400 network, when we go through different platforms.

Randall Martin:

- o The Public Defender, supports Enterprise IT, but the Departments have the same concerns that was addressed by Ms. Friedlander. We also have some additional concerns that as our adversary in the system would share the same storage and backup mechanism as our office.
- o Secondly the liability should there be a breach of confidentiality in our system, it could be life threatening, we represent clients, etc. We must have absolute confidentiality over our internal communications, attorney-client communication, and communications with consultants and experts. We think that these issues warrants and necessitates our own back up server.

Ed Harrington:

- o There are also some questions from our Committee members. Lets have a little less of the technical questions at first.

Ben Rosenfield:

- o How do larger corporations manage these issues internally?

Rod Loucks:

- o I can't speak for large corporations, but we did put out an inquiry last July to PTL, which is an Association of Cities, and asked how they handled issues in terms of those cities who had centralized e-mail. There was one City who had an exception to having all the Departments including the Justice Agency on the centralized platform.
- o I think the issue is one of control. If I am understanding it correctly there is clear logical administrative control by the Department. The implementation of the City-wide E-mail system places all of those controls within the Department. They determine the backup schedule, the purging, how often they purge, when they want to purge and how they want to purge, that's all within the control of the Department.
- o Basically the Enterprise aspect of the e-mail system is managing the infrastructure, it does include backups, as any application system would. And it does include the installation of upgrades and software and those types of things.
- o We have gone to great lengths to be sure that the actual control of the e-mail application is within the control of the individual Departments. We have a service level agreement that was adopted by the Steering Committee that addresses a number of these issues.
- o There are a number of defaults in terms of how the e-mail system will be managed and maintained but those are merely defaults
- o Each Department can determine its own criteria

Sandy Rosen:

- o I understand the control features but I also think that some of the questions relate to the vulnerabilities within the levels of security, and I think I would like to get some information from our technical people about what those vulnerabilities are.

- o I do understand the need, the question is how vulnerable the system is if someone really wants to get the information.

Rod Loucks:

- o Sandy has done an analysis of just those issues

Sandy Rosen:

- o When I realized this was going to be on the agenda, I went out and gathered some information related to vulnerability from hackers/crackers, because that's what we really are concerned with.
- o Some of the latest studies that have come out state that the great percentage (upwards of 80%) of the crackers that get into networks and examine information are insiders, not outsiders. So a lot of it has to do with the security policy that you actually create inside.
- o Fundamentally, the physical composition of the existing network doesn't make any real difference. The protection for the logical division of information is very effective in the sense that all the levels of control and security, everything that goes into this system is encrypted and that makes it extremely difficult to get into it
- o I am not saying that it is impossible, because there are always people that are ready to try it. But they try it at a much higher level, and when you get down to let's add a server here, what you are really doing is making it more accessible. It is physically another place where insiders who are doing it more often can get to the actual data repositories, as opposed to having to go into the central location which is a lot more difficult to get to.
- o So for every server you add, you are just making it more complex. You are not protecting yourself anymore. The encryption that is available today, is not that easy, even if you get into the system to get to the data and understand it, it is almost impossible unless you are just an incredible hacker that spends time dedicated to doing this. So you are not really gaining the kind of safety you perceive.

Ed Harrington:

- o Is part of what you are saying that the fact that for the City Attorney being hooked up under the City-wide network makes them just as vulnerable if they have their own server?

Sandy Rosen:

- o Absolutely. And actually more so. Simply because physically there is another place where they have to protect, and it is not centrally located or located under the general administrative protection. It is something that they are going to have to protect.

Julia Freidlander:

- o I think the City Attorney's biggest concern is that they must understand of the enterprise administration. Staff that does not report to the City Attorney will have access to every message that goes to the City Attorney that is a number one concern for the City Attorney.
- o Currently, only City Attorney Staff has access to the messages internal for the City Attorney office and under the proposed architecture staff that does not work for the City Attorney will have access. It does not stop access to correspondence outside of the City Attorney. We understand that when we communicate with clients, other city officials, those messages are available in a number of ways, they get backed up on current servers and their clients, they get backed up centrally, so we understand that there is a lower level of protection and confidentiality.
- o Our greatest concern is our messages going internally in our office and clearly we have a concern about the encryption and we understand that everyone has that same concern.

Public Defender's Office Representative

- o I agree with the City Attorney and the Public Defender, they have to be comfortable with the security messaging.
- o They need to maintain the control I think this is what they were getting at.

Rod Loucks:

- o Staff not reporting to the City Attorney does not have access to e-mail. We implemented a three level security system, in which our key component of that is the key that is maintained by the City Attorney Staff in order to access their logical area of the server.
- o Again in terms of backup, yes a backup tape is created but a back up tape is not the type of tape we can just get a hold of.

Question:

- o Isn't it true that they can often change their domain and change their access too.

Rod Loucks:

- o No, because once a domain is established, once it's the City Attorney's domain, there are security features that are put in place. You would have to have those three levels of security/identification to enter.

Ed Harrington:

- o Andrea Gourdine has all kinds of cause for concern, for example, stuff happening under DHR related to testing of people, and all kinds of stuff – How does this interact for a need for confidentiality, I know it is not on the same level.

Andrea Gourdine:

- o It is not the same level but I have all those concerns. I thought that this was the policy and that I had no place to go.

Ed Harrington:

- o You always have a place to go.

Andrea Gourdine:

- o Effectively. I have those same concerns about information being out of reach.

Rod Loucks:

- o The only concern should be as the City Attorney points out internal, because regardless of the system, that is implemented everything runs through the central infrastructure at One Market Plaza regardless of where it begins.
- o The internet or Department to Department, there is no increased vulnerability there.

Ed Harrington:

- o One of the reasons we were going toward this was it was going to be cheaper for the entire City.

Ben Rosenfield:

- o Do we know what the difference is in cost? If everyone thought their cost would be confidential inside what would that do?

Rod Loucks:

- o The cost of an AS400 to support a Department of about 200 is between \$50-100K.

Elizabeth Goldstein:

- o Is there some way to talk through the security level in a way that can either give Departments some level of comfort that they don't have now, or alter the security level so that they can have the firewalls they need.

Rod Loucks:

- o We went to these Departments and talked about all of these issues. There is a Steering Committee for this Project that I believe has been discussed these questions, but I don't know at what level. We certainly can put together what could be implemented to mitigate the issues

Sandy Rosen:

- o I suggested in this memo that one of the major things that has to be performed is "risk assessment" that looks at vulnerabilities, threats, and countermeasures
- o Each of the Departments must sit down and do an in depth analysis with the central administration, then they should be able to make everyone comfortable.

Randall Martin:

- o The District Attorney's Office stated that the DA Advisory will share storage and backup with the Public Defender. They need absolute confidentiality for clients.

Recommendation:

- o COIT Staff facilitate a meeting with the City Attorney's Office, DTIS, and IBM experts to examine the security problems and negotiate a compromise solution

ITEM II.

Enterprise E-Mail Budgetary Update.

Last time we came to COIT this project was \$200,000 in the red.

Phase I – 5,423 seats in five Departments. (Pilot) – Completed December 2001

Phase II – 4,253 seats in 49 Departments – In Progress through June 2002

Phase III - 6,832 seats in 9 Departments – Begins FY 2002-03

Ben Rosenfield:

- o Licenses for Phases I & II (seats) Acquisition Price & Annual Maintenance Fee:
Non Participants – Academy of Sciences, Asian Art Museum, Parking & Traffic, D.A., Fine Arts
- o Museum, Muni, Zoo, etc.

Next Steps

- o Complete Phase II and remove all cc mail post offices by the end of the fiscal year
- o Begin Planning Sessions with participation of the Phase III City Departments
- o Implement this project's Calendar and Scheduling using Lotus Notes

Ben Rosenfield:

- o Benefit to going to one platform.
- o Allocating cost – Phase I & II using G. F
- o Phase III – provide to Mayor's Office – Oli Sadler.
- o City will pay for all licenses and receipts.

Budget for FY 01-02

- | | |
|---------------------|-------------|
| o FY 01-02 Budgeted | \$2,400,000 |
| o Actual to Date | \$2,367,350 |
| o Actual Projected | \$2,400,097 |

Budget Request FY 02-03

- | | |
|--|----------|
| • Phase III – Remaining City Departments | \$1,122K |
| • Finance Payment | 1,187K |
| • Establish Hot Site | 100K |
| • Internet Security & Network Controls | 71K |

Budget Request: \$2,480K

The Project is estimated to be completed by 12/02, after which Enterprise E-mail will be in maintenance mode.

ITEM III.

JUSTIS Budgetary Review

Walt Calcagno:

Primary Purpose of the JUSTIS Project:

- o To replace the 29-year-old CABLE/CMS system with a modern, cost effective, integrated system that will greatly improve the productivity, performance, and accuracy of the Criminal Justice System.

Key Components:

- o The installation of Case Management Systems for the District Attorney, the Public Defender and Adult Probation.
- o The sharing of data appropriate throughout the Criminal Justice community using an Oracle-based data warehouse that is populated with data from CABLE and Case Management Systems.

Major Accomplishments for the Network Infrastructure:

- o The Procurement of Equipment.
- o The development servers installed and active at 875 Stevenson Street site.
- o The development of a Telecommunications Plan.
- o The development of a Network Security Plan.

Major Accomplishments for Case Management Packages:

- o Adult Probation has signed contract for Syscon's cTAG System.
- o District Attorney has signed a contract for Constellation's "Damion" system.

Major Accomplishments for Data Warehouse/Data Conversion

- o The development of a workflow analysis for Police, District Attorney, Public Defender, Trial Courts, Adult Probation, and Sheriff.
- o The provision of standardized legacy system documentation.
- o The preparation of a data model of mini-mart.
- o The development of a JUSTIS prototype.
- o The construction of a logical data model.

Expenditures

FY 99-00	\$1,509,000
FY 00-01	\$1,699,547
FY 01-02	\$3,029,703

Major Tasks to Accomplish – Case Management Packages

Case Management Packages:

- o Selection of package for Public Defender.
- o Installation of District Attorney's package.
- o Installation of Adult Probation's package.
- o Interface CMS with District Attorney's package.
- o Interface CMS with Adult Probation's package.

Major Tasks to Accomplish – Data Warehouse/Data Conversion

- o Data extraction from CMS.
- o Design of relational database.
- o Creation of data transfer from CMS and case management packages to warehouse.

Major Tasks to Accomplish – Network Infrastructure

- o Installation of network equipment.
- o Installation of Adult Probation's equipment.
- o Installation of District Attorney's equipment.
- o Server Room Preparation for Adult Probation.
- o Server Room Preparation for District Attorney.
- o Server Room Preparation for HOJ, Room 125.

Funding:

- o Current Funding Status Projected is \$1,190,826.
- o Proposed Budget for FY 02/03 total is \$2,749,246

Five year working on project:

- o 2nd Quarter of next FY (Adult Probation).
- o Robust Case Management System Plan.

Putting together Project Plan.

- o Signed contract and installation.
- o Funding issue has been resolved.
- o Predominantly a DTIS Project.
- o Trial Courts & Sheriff are not participating
- o Sheriff System is under audit (reassessment)
\$3 M.

ITEM IV.

Department of Human of Resources – PeopleSoft Budgetary Review
Human Resources Management System – Ray Wong

- o CCSF departments, SFCDD & SFUSD online. 465 active users.
- o 24,836 personnel requisitions processed through workflow since 7/99.
- o 1,289 attended end user training classes
- o Deployed personal information maintenance - June 2001.
- o Deploy automated workflow for separation processing.
- o Maintain seven instances of Peoplesoft.
- o Modify programming for Charter, MOU and other regulation changes, including departmental and Business Unit changes.
- o Departmental reorganizations in FY 02/03 Budget (DPH,DSS)
- o Transfer of Function: Parking & Traffic – MTA.
- o Transfer of Function of Solid Waste
- o DPH reorganization data recast and Change to Requisition Processing (MSW/MFCC,NP/PA).
- o Attrition Analyses
- o Management Classification & Compensation Project (MCCP) implementation.
- o Layoff Processing Support. Support for Mayor and Controller Requisition Approval process
- o ASO Production Support.
- o Collective Bargaining Support
- o Salary Futures & Compensation Development.
- o Seniority changes to Departmental Seniority Groups, new reports/queries.
- o EOL (exceptions to the order of layoff) reports, views and data changes to support MSS.
- o 1040 Hours (as-needed) Query.
- o On-going training for HRMS users.
- o Requisition Data Transfer Support.
- o Address Updates for PPSD data transfer.
- o New Hire data transfer with PPSD ("paperless PAR").
- o Police "Advancements" (POST premiums) implementation.
- o Appointment/Requisition audits and data cleanup.
- o City employee picture ID project support (Administrative Services)
- o FMLA tracking – limited, vanilla roll out.
- o Multi-media training development (viewlets)
- o HRMS User communication and support.

Benefit Administration & Financial System (BASF)

- o Replace WANG-based legacy system to administer membership eligibility using a decision rule based, table driven, effective dated, automated workflow and event maintenance enabled system for 112,000 + "lives."
- o Develop custom financial functionality for reconciliation of premium billing and collection processes, and driving subsequent transaction processing (adjustment, etc.)
- o Claims processing (City Plan) will remain on WANG for time being

Member Eligibility and Scheduled Deductions

1. Maintain HR information for employees.
2. Set up and maintain benefits-related tables (e.g., Rate Table)
3. Maintain member eligibility information.
4. Determine deduction amounts (for payroll systems)
5. Provide eligibility information to vendors.
6. Provide member coverage and deduction information to payroll/pension systems
7. Process returned eligibility and deduction information (from payroll/pension systems)
8. Validate expected vs. actual payments.
9. Initiate the collection of employer portion for non-payroll members (e.g., retirees)
10. Resolve incoming payroll/pension interface Employee ID mismatches
11. Process over-the-counter payments.
12. Re-calculate member dollars due to changes affecting benefits (e.g., new baby).
13. Notify members of insufficient or non-payment
14. Process over-payments and pre-payments.
15. Process funds determined as refundable.
16. Set up and maintain financial-accounting-related tables (e.g., index codes/sub-objects)
17. Make journal entries into the appropriate accounts.
18. Allocate collected funds into appropriate accounts (e.g., transgender)
19. Calculate payment amounts due to providers
20. Generate monthly, annual and ad hoc financial reports (e.g. CAFR, financial statements).

Current Status

Benefit Administration & Financial System

- o Membership Eligibility and Scheduled Deductions and Member Finance – Go live February 2002.
- o Financial Accounting – Go live TBD. Business requirements not completed

PeopleSoft Version 8 Upgrade

- o Defer until FY 02-03

Fiscal Year 01-02 Budget	FY 01-02 Expenditures	FY 02-03 Proposed Budget
Positions	\$ 540,274	\$ 540,274
Operating Expenses	\$ 1,789,748	\$ 1,745,612
Equipment		
WEB front end server	\$ -0-	\$ -0-
DTIS Work orders	\$ 649,595	\$ 510,361
Grand Total	\$2,979,617	\$2,796,247
BAFS Only	\$1,219,306	\$1,257,190
Fixed Costs	\$1,108,111	\$1,006,916
		\$2,685,904
		\$1,154,462
		\$1,154,462

ITEM IV.

New Business

- Discussion of any new business not included in the agenda items



CITY AND COUNTY OF SAN FRANCISCO
Department of Telecommunications & Information Services
Committee on Information Technology

NOTICE

REGULAR MEETING OF THE
COMMITTEE ON INFORMATION TECHNOLOGY

Friday, July 26, 2002, 9:30 AM
1 Dr. Carlton B. Goodlett Place
Conference Room 421

AGENDA

DOCUMENTS DEPT

JUL 25 2002

SAN FRANCISCO
PUBLIC LIBRARY

1. Call to Order by Ed Harrington, Chairman and Controller

2. Roll call:

Ed Harrington, Controller
Chris Daly, Board of Supervisors
Ben Rosenfield, Mayor's Finance Director
Andrea Gourdine, Director, Department of Human Resources
Lewis Loeven, Executive Director, Telecommunications & Information Services
Mitch Katz, Director, Public Health
Elizabeth Goldstein, Director, Recreation and Park Department
Ed Lee, Director, Department of Public Works
John L. Martin, Director, Airport Commission

3. Welcome and Introduction by Ed Harrington, Chairperson

4. Approval of Minutes of April 11, 2002, Regular Meeting

5. Regular Calendar (Attachment)

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Please make your request for reasonable accommodations at least 72 hours in advance of any public meeting or hearing.

COMMITTEE ON INFORMATION TECHNOLOGY
REGULAR CALENDAR

Friday, July 26, 2002, 9:30 AM
1 Dr. Carlton B. Goodlett Place
Conference Room 421

<u>Activity</u>	<u>Topic</u>
<u>Discussion</u>	I. Presentation of the COIT Staff Updates: <ul style="list-style-type: none">• Deborah Vincent-James, COIT• Sandy Rosen, COIT• Rion Dugan, COIT• Ben Kawamura, Purchasing
<u>Discussion</u>	II. Introduction and Discussion: <ul style="list-style-type: none">• Lewis Loeven, Director of DTIS<ul style="list-style-type: none">>The future of DTIS
<u>Discussion</u>	III. Project Update: <ul style="list-style-type: none">• City-Wide E-Mail Project:<ul style="list-style-type: none">>Oli Sadler, DTIS
<u>Discussion</u>	IV. Project Update: <ul style="list-style-type: none">• Sheriff's Defendant Tracking System (DTS)<ul style="list-style-type: none">>Jean Mariani
<u>Discussion</u>	V. Public Comment. <ul style="list-style-type: none">• Discussion of any comments brought to the floor by a member of the public.
	VI. Closure and Adjournment <ul style="list-style-type: none">• Motion from the floor to adjourn the meeting.

COIT Executive Coalition Meeting
Minutes for Meeting on March 20, 2003

Ed Harrington, Chairperson called the meeting to order at 9:35 a.m.

MEMBERS PRESENT: Ed Harrington, Chair, Controller, Ben Rosenfield, Mayor's Finance Director, Elizabeth Goldstein, General Manager, Recreation and Park Department, Robert Carlson, Deputy Director, Department of Public Works, Lewis Loeven, Executive Director, Department of Telecommunication & Information Services (DTIS); Gary Massetani, Deputy Chief, Fire Department

ADVISORY MEMBERS PRESENT: None

MEMBERS ABSENT: Chris Daly, Supervisor; Andrea Gouridine, Director of Human Resources, Mitch Katz, Department of Public Health, and Mario Trevino, Chief of Fire

GUESTS PRESENT: There were no guests present.

Welcome and Introduction by Ed Harrington, Chairperson

The Minutes of February 13, 2003 were approved.

- At the last meeting several major Projects were discussed, and we defined what we will spend this year and next year and how the Projects can interact with each other. PeopleSoft, JUSTIS, and the Police Records Management System were the key Projects being discussed. E-Government was addressed separately. Ed Harrington asked Sandy Rosen and Deborah Vincent-James to do an analysis that brought together information on the projected costs of each of these Projects.

ITEM 1. Fiscal Year 02/03 and 03/04 – Major IT Projects Status (expanded information):

PeopleSoft Project

- Sandy Rosen presented his analysis and that was followed by questions, comments, and discussion. The following people participated in this portion of the meeting: Ed Harrington, Ray Wong, Ben Rosenfield, and Sandy Rosen.
- The questions, comments, and discussion revolved around the following points:
 - a. The reduction in Professional Services from \$599,455 to \$163,455 places the HRMS and BAFS Systems at risk. There will be no backup if DHR Staff is unable to resolve system or application problems. The Department has no budget to extend the support for PeopleSoft Version 7.51 which is being retired in July 2003.
 - b. Funds are needed for the web front-end for PeopleSoft Version 8.0 (\$55,000)
 - c. HP Maintenance, Software Licensing, and Oracle Licensing are categories that are fixed and can't be reduced.
 - d. DTIS Services – The reduction reflects a decrease in the application programming line item; however, because of the need for more time in the database administration area, application programming will suffer a decrease in available hours from 1887 to 804
 - e. Other current expense – A cut in these funds would eliminate the Disaster Recovery/Business Continuity Planning. The first 10% cut would be \$100,000.

Note: BAFS handles health/dental and other benefits-related transactions valued at \$380M annually. If the system is down for any extended period, the disruption will cause all of the related Payroll Systems (PPSD, CCD, USD) and Retirement to be "out of phase." This will require retroactive processing, which is of major concern.

- Questions and concerns were raised.
 - Ed Harrington asked if the web front end for PeopleSoft Version 8 was in the budget.
 - Ray Wong said he thought that at this point it is not in the budget. The \$55,000 is not.
 - Ben Rosenfield mentioned that the discussion is largely about the professional services.

**COIT Executive Coalition Meeting
Minutes for Meeting on March 20, 2003**

- Ray Wong stated that the current version of PeopleSoft is scheduled to be retired in July 2003. There is extended support available (\$210,000) for an additional year; we did not purchase the warranty. The argument he would make is if you have a system that touches \$380 million in transactions a year, \$163,000 is not a lot of money, and this is just an insurance policy. The system went live on March 5 for our deductions, and we are in our first round of all the interfacing. This is going to be an interesting first year, because we will be doing layoffs, the MCCP Program, salary subsidies, etc. and we may require some assistance.
- Ben Rosenfield asked whether the \$163,000 continued the maintenance contract.
- Ray Wong replied that it did not continue the maintenance contract. The maintenance contract costs \$210,000 and we did not opt into it, this is over and above the \$163,000. There is no money and I have 5 technical staff with 600 users.
- Ed Harrington asked if the current budget proposal is what we are showing in 03-04 minus the \$55,000 for DP/WP equipment and everything else.
- Ben Rosenfield replied that the \$163,000 is not in there.
- Ed Harrington said we should look at what is the highest priority and see what makes the most sense.

Records Management System

- Sandy Rosen presented his analysis and people asked questions.
 - a. The consultant's estimated costs are not included in the possible cuts because the work they are performing will benefit all of the participating elements in the wider Project.
 - b. The estimated cost of the software is shown in the table with the possible reduction of \$600,000. The estimated cost was \$1,800,000 but that estimate was based on product implementation in an environment that offered no real-time connectivity. The connectivity issue is one that has been solved, or must be addressed by JUSTIS. Assuming connectivity is (or will be) taken care of, the software implementation costs can be substantially reduced for all participants.
 - c. The DTIS Services cost has been reduced from \$400,000 to \$200,000 during the first year of the Project. The additional costs may be pushed into the second year. That will depend on what the ramifications of drilling down deeper into the Project are.
 - d. The hardware cost estimate has been reduced from \$400,000 to \$200,000. Discussions led us to believe that there is significant computer power available in the City that can be found without purchasing all new hardware to meet the increase generated by this Project.

Note: The new RMS is needed not only to improve effective policing, but also to offer the Police Department a new suite of analytical tools that they currently do not possess.

COIT staff believes that the new Project, as it is currently being assembled, offers the City an opportunity to plan and implement a complex IT initiative that can be used as a template in the future.

Sandy Rosen stated in some conversations he had subsequent to the analysis that it had been determined that the responsibility for connectivity belonged to JUSTIS. So, the \$600,000 was removed software costs.

Questions and concerns were raised:

- Sandy Rosen stated that the \$600,000 for the connectivity can be done for a lot less and there is a possibility that it could have been done already, but he didn't think it had.
- Ed Harrington stated that connectivity is an issue.
- Walt Calcagno said that connectivity will not be a budget issue because it had been addressed currently in the JUSTIS budget. Obviously there is no case management package to connect to, but the infrastructure has been addressed in the JUSTIS budget.
- Ed Harrington asked if it had been addressed in the JUSTIS holding pattern.
- Walt Calcagno replied that it will be in this year's budget.
- Ed Harrington then asked if the original budget had been \$2,850,000 and based on recent discussions with the RMS people, the Project can live with \$1,850,000.
- Sandy Rosen replied that yes, some of it might be deferred cost, and there are some assumptions related to connectivity. The \$200,000 for DTIS services may be deferred costs.

- There was a discussion related to the estimated reduction in DTIS costs. Participants in this discussion were: Ed Harrington, Sandy Rosen, Rod Loucks, Tom Bruton, Ben Rosenfield, and Al Corker.
- It became evident that RMS (as is the case with all the individual elements) is integral to the JUSTIS Project. Consequently, if dollars are taken out of one sub-project (such as RMS), for a needed function, those dollars will have to be put into JUSTIS.

JUSTIS Project

- Sandy Rosen presented his analysis:
 - a. The "Holding Pattern" will translate into no development work on the Warehouse. The work will concentrate on how the Case Management Systems function with the Data Warehouse.
 - b. Although it is not reflected in the "Holding Pattern" Budget, it may be possible to remove some of the Mainframe costs.
 - c. The annual Maintenance Fees are included in the first year's cost of the software. However, the Maintenance Fees will appear in the following year's Budget.
 - d. The replacement of certain infrastructure pieces has been eliminated from the "Holding Pattern" Budget.
 - e. The "Holding Pattern" Budget also eliminates the amount identified for Training.

Notes: The previous "Holding Pattern" Budget did not include an amount for the work to be performed for the Public Defender. Consequently, the total has increased somewhat since the last presentation.

The following points were discussed during questions and comments by Ed Harrington, Sandy Rosen, Walt Calcagno, Rod Loucks, Ben Rosenfield, Al Corker, Lewis Loeven, and Ray Wong

- Activities that would take place during the JUSTIS "Holding Pattern"
- An increase in cost from the last estimate to cover the Public Defender's \$150,000 Case Management System.
- The anticipated carry forward for DTIS of \$560,000.
- Statements as to how RMS fits into the "Holding Pattern."
 - >Walt Calcagno said that it really should not affect it in any significant fashion, other than the fact that no one would be working on creating reports that would ultimately pull data out of a Warehouse. Physical equipment would be set in place, connectivity or at least the philosophy of the connectivity should be in place.
 - >Rod Loucks said that the only component that would have an influence here is the Server. The money is not in JUSTIS to link RMS to JUSTIS. We really have not had an opportunity to take a look at that and figure out what the two budgets should be, which will probably come later, once they have flushed out the requirements with Al Corker.
- Warehousing work for next year would also be on hold.
- The topic of connectivity and the specific needs and levels being addressed were discussed.
- The need for data conversion and the earlier work already performed to make that need easier was discussed.
- The proposed DTIS cut in RMS (\$200,000) and the need to have DTIS support of Peoplesoft (\$163,000) re-entered the discussion.
- Lewis Loeven claimed that he wasn't clear as to the nature of the risk. He wondered what the \$163,000 was actually providing.
- Ray Wong said that there isn't any maintenance. The \$210,000 was to be for maintenance. Now, there is no help if something happens to the equipment or the system. The people at DHR do not have the technical expertise to support it. So if we don't have it, and then something breaks down, what is the alternative? It will be down, it will be the end game, and we would be paying at an hourly rate, depending on the level of expertise, from \$200 to \$500 per hour, depending on the problem. The \$210,000 (or \$163,000) is to protect the cost, and end the maintenance.
- Lewis Loeven asked what we are getting for the \$163,000. A full time body?
- Ray Wong answered that we would have a purchase order established that specifies the levels of expertise that we would need. About 600 of the hours (at probably \$100 per hour) would be used

COIT Executive Coalition Meeting
Minutes for Meeting on March 20, 2003

for possible emergency support. The rest of it for ongoing things. We will have a year end closeout between a legacy system and a new system.

- Ed Harrington thought it would be safe to say that COIT is interested in making sure that there is enough money as an insurance policy to be able to maintain the DHR System at an appropriate level. The budget group should sit down and work out what that amount would be (up to \$163,000 but probably more than 0).
- There was more discussion regarding the hardware for the RMS Project.

ACTION:

Ed Harrington stated that regarding the RMS Project, there seems to be no real disagreement to cut the original budgeted amount for the software from \$1,200,000 to \$600,000. It also seems to be the opinion of some that the \$200,000 for hardware may be too much. It then seems possible to cut \$1,000,000 from the RMS Budget for this year.

It seems that we could go with the new "Holding Pattern" Budget for JUSTIS and cut \$1million from RMS. There is also an interest in adding some portion of the \$200,000 to PeopleSoft, once it has been determined exactly what that amount is for. Unless we hear within the next week or two that this combination does not work, we will expect to go with these determinations.

So, JUSTIS will actually make things happen at the District Attorney, Public Defender and the RMS during the next year.

Ed Harrington thanked everyone there for his or her help and is looking forward to a great and a successful RMS system.

ITEM II. E-Government Project

- Ed Harrington stated that at the last meeting Marco Bruno did an abbreviated version of E-Gov in a minute and a half. The question for today is whether or not we have a plan to keep it going next year and if there are things that are happening that can make this better. The Department of Building Inspections in particular, was asked to be here to see whether they were interested in being a part of this.
 - The information presented by Marco focused on three elements: 1) The definition of E-Government, 2) A list of its benefits to the City, and 3) An answer to the question, "Why invest in it now?"
 - The City seeks to empower its constituents through leveraging technology at an enterprise level so as to enable seamless service and community empowerment by improving operational excellence, strengthening customer relationships and increasing civic involvement
 - Six key opportunities are: Online Services, SFGov Portal, Civic Connection, E-Forms, CRM and E-Procurement.
 - Benefit Analysis: Operation Costs – What the costs are
 - >The fixed monthly cost. (1) \$30,000 for the first six months. (2) \$40,000 for the next six months.
 - >A variable monthly fee: (1) \$18,000 is the target. (2) The City can carry forward a deficit
 - >A 4-year Contract (The Contract has buy-out and termination clauses).
 - >The short-term benefits to the City are immediate, as the initiative allows us to quickly serve citizens online, has low start up costs, and increases the constituents' satisfaction now. The potential knowledge transfer and flexible Contracts provide the City options (funding, buy-out, termination).
 - >Long term benefits from the initiative area that it allows us to build reusable E-Gov foundations (example, Clerk, Rec/Park), and that the City investment can be incremental, fostering economic development, potential for cost savings, and the opportunity to redesign the City's business processes to gain more efficiency.

**COTT Executive Coalition Meeting
Minutes for Meeting on March 20, 2003**

- >E-Gov is still in infancy in San Francisco and needs to be nurtured if it is to deliver to the City its full potential value at multiple levels: Increased Revenues, Operational Efficiency and Customer Satisfaction.
- >Why Now? In these economic times, the City faces significant Budget constraints and the challenge is to continue with diminishing resources, to serve Constituents.
- >It provides us with a Visionary Option to increase City funding. This initiative is highly cost-effective.
- >A Strategic Option is to fund the project to support building new online services.
- >Its FY03-04 cost: \$420,000
- >Maintenance: Fund project partially to support existing services.
- >Its FY03-04 cost: \$210,000 (partial costs deferral)
- >We could disconnect: Cancel project entirely; this might result in a high level of customer dissatisfaction and complaints.

- There was discussion involving: Ed Harrington, Marco Bruno, Monique Zmuda, Ben Rosenfield, Elizabeth Goldstein, Lewis Loeven, Jay Banfield, Sukhvinder Waraich, Frank Chiu, Amy Lee, Rod Loucks, Gary Massetani, and Sandy Rosen. The points discussed are listed below
 - Conceptually, this is what the City should be investing in.
 - The Tax Collector has some examples of increased efficiency, but no reduction in head count yet.
 - There are current discussions going on with Rec/Park regarding cashiering in the field. This may remove the need for cashiers. The current cost for cashiers is \$900,000 to collect \$350,000.
 - There is also some currently delayed activity going on with DBI.
 - The problems with the DBI situation should be addressed as soon as possible. It is a key place to install such efficiencies.
 - DBI and DTIS should get together and work out the existing problems as soon as they can.
 - It would be silly to kill this project, especially if the convenience and business is coming along with some increased fees.
 - The basic question is, "how can we pay for it next year?"
 - The general consensus is to do more, not less.
- Ed Harrington ended this discussion by saying, "I don't think we are going to get to the visionary, but we would hate to have a disconnect of the maintenance. Certainly it is the goal for this year anyway. Does that sound reasonable?"

ITEM III. New Business

- We will have one more follow up meeting before the Budget, and/or other things that we should be putting on the agenda to talk about at our next meeting, the Data Center and E-Government

ITEM IV. Public Comment

The meeting was adjourned at 11:15 a.m.



CITY AND COUNTY OF SAN FRANCISCO
Committee on Information Technology

NOTICE

REGULAR MEETING OF THE
COMMITTEE ON INFORMATION TECHNOLOGY

Friday, July 25, 2003 - 9:30 AM

City Hall Conference Room 421
1 Dr. Carlton B. Goodlett Place

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AGENDA

1. Call to Order by Ed Harrington, Chairman and Controller

2. Roll Call:

Ed Harrington, Controller, COIT Chair

Chris Daly, Supervisor, Board of Supervisors

Ben Rosenfield, Finance Director, Mayor Office

Lewis Loeven, Executive Director, Dept. of Telecommunications & Information Services

Dr. Mitchell Katz, Director, Department of Public Health

Andrea Gourdine, Director, Department of Human Resources

Elizabeth Goldstein, General Manager, Recreation and Park Department

Ed Lee, Director, Director, Department of Public Works

Mario Trevino, Fire Chief, Fire Department

3. Welcome and Introduction by Ed Harrington, Chairperson

4. Approval of Minutes of March 20, 2003 Regular Meeting

5. Regular Calendar (Attachment)

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AGENDA

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- | <u>Activity</u> | <u>Topic</u> |
|-------------------|--|
| <u>Discussion</u> | 1. Status of the Major Projects discussed at the last meeting: <ul style="list-style-type: none">• JUSTIS:<ul style="list-style-type: none">-Walt Calcagno, DTIS• Records Management System (RMS):<ul style="list-style-type: none">-Tom Bruton, Police• PeopleSoft:<ul style="list-style-type: none">-Ray Wong, DHR |
| <u>Discussion</u> | 2. Status of the E-Government Project: <ul style="list-style-type: none">• Update:<ul style="list-style-type: none">-Marco Bruno |
| <u>Discussion</u> | 3. Department of Elections System: <ul style="list-style-type: none">• Update/Status:<ul style="list-style-type: none">-John Arntz, Dept. of Elections |
| <u>Discussion</u> | 4. New Business <ul style="list-style-type: none">• Items not covered on the Agenda. |
| <u>Discussion</u> | 5. Public Comment. <ul style="list-style-type: none">• Discussion of any comments brought to the floor by a member of the public. |
| | 6. Closure and Adjournment. <ul style="list-style-type: none">• Motion from the floor to adjourn the meeting. |

THE NEXT COIT MEETING IS YET TO BE SCHEDULED.

SUNSHINE ORDINANCE

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Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. The Sunshine Ordinance assures that deliberations are conducted before the people and that City operations are open to the peoples' review.

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For more information on your rights under the Sunshine Ordinance, to obtain a copy of the Ordinance or to report a violation of the Ordinance, contact Rachel Arnstine O'Hara, Clerk at The Sunshine Ordinance Task Force City Hall, Room 362, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102-4683, (email) Rachel_ArnstineO'Hara@ci.sf.ca.us, (phone) 415/554-6083.

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